

Head of Clinical Operations Senior Behavioral Health

Description

About the Company StealthCo is a pioneering startup in the behavioral health sector, dedicated to providing effective outreach and engagement-driven behavioral health solutions for Medicare Advantage members dealing with polychronic chronic conditions. Our innovative approach addresses the challenges faced by seniors, including a shortage of available primary care physicians and behavioral health providers, resulting in difficulty accessing appropriate care and increased costs. Through our hybrid delivery model and specialized design for seniors, we strive to boost engagement levels, enhance diagnostic precision, and deliver more effective behavioral health services to these Medicare beneficiaries. Our ultimate goal is to improve health outcomes, lower overall care costs, and elevate member satisfaction levels among older adults.

About the Job As the Head of Clinical Operations of this stealth venture, you will be responsible for designing and building our clinical model through collaboration, ensuring its scalability to revolutionize the way we improve the lives of seniors. You will oversee the staffing/hiring of the clinical team, establish the clinical significance of our product and care delivery, and institute clinical workflows that help achieve our goal of providing a world-class patient experience and improving clinical outcomes for seniors living with mental and physical comorbidities. You will report to and work with the stealth venture's CEO. This position can be fully remote within the United States.

What you will do Partner with the Director of Product to be the clinical SME to help translate clinical requirements into product-based decisions Lead the development and implementation of the clinical model, collaborating with cross-functional teams to ensure its effectiveness in improving patient outcomes and delivering a world-class healthcare experience Define clinical workflows, guidelines, and co-management protocols in support of our clinical delivery partners and practices, identifying key outcomes, metrics and manage the clinical operations of the organization across multiple stakeholders Establish continuous feedback loops with our clinical team and delivery partners; work with the care team to address any bottlenecks and document best practices to drive efficiency and effectiveness as we scale. Partner with executive leadership to think through and strategically prioritize areas for improvement and expansion

What you will need 7+ years of experience and progressive leadership responsibilities in physician services or clinical operations roles, experience in Behavioral Health and/or Geriatrics of value 3+ years of experience with tech-enabled care delivery platform for clinicians and designing virtual and/or hybrid-based clinical experiences as a gold standard set of services to provide excellent care 3+ years of experience building and managing operational teams and outside business partners to deliver products or services that impact patient outcomes 2+ years experience managing clinical operations for a tech-forward, consumer-facing service or product, specifically in a B2B2C clinical delivery model Experience working with healthcare or clinician services and integrating with EMRs, with preferred experience serving behavioral and mental health Experience with financial management, data analysis, and healthcare technology tools

What you will bring to the table Strong understanding of clinical processes and protocols as it relates to virtual first delivery of behavioral health Ability to build & own the operational design for effective service delivery across ecosystems Experience implementing or upgrading an operating system for customer operations that is designed to help a company scale and deliver a superior customer experience Strong understanding of quality and regulatory guidelines for across the continuum Experience working with cross-functional care team (eg. care coordinators, home health, clinicians, nurses and vendors, to deliver patient-centered care

Who you are (skills) Optimizes Work Processes: Knowing the most effective and efficient processes to get things done,

Hiring organization

Stealth Ventures at Redesign Health

Job Location

New York City, New York, United States

Base Salary

\$ 65000 - \$ 105000

Date posted

April 26, 2024

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with a focus on continuous improvement. Strong Collaborator: You work cooperatively with others across the organization to achieve shared objectives, partnering with others to get work done and crediting others for their contributions and accomplishments. Manages Complexity: You ask the right questions to accurately analyze situations and uncover the root causes of difficult issues. By acquiring data from multiple and diverse sources, you are able to make sense of complex, high-quantity, and sometimes contradictory information to solve problems. Action-Oriented: You readily take action on new opportunities with a sense of urgency, high energy, and enthusiasm. You display a can-do attitude and step up to handle tough issues. You will work out of one of the following locations In-office: New York, NY Remote: Alabama, Arizona, Arkansas, California, Colorado, Connecticut, Delaware, District of Columbia, Florida, Georgia, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, Virginia, Washington, West Virginia, Wisconsin, Additional Information Full-time base salary range of \$165,000-181,500 plus equityPlease mention the word ****SUBSIDIZE**** and tag `RMzQuMTQ1LjE1My4xMjA=` when applying to show you read the job post completely (`#RMzQuMTQ1LjE1My4xMjA=`). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts

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