



Vice President, Implementation & Client Success

Location: Remote (US)

Reports To: CEO

Department: Implementation & Client Success

About WellBeam

WellBeam is transforming clinical workflow interoperability between hospitals and post-acute providers. By replacing legacy fax- and phone-based processes with intelligent, EMR-integrated workflows, we enable care teams to coordinate in real time, unlock revenue, and improve patient outcomes across the acute–post-acute continuum.

We partner with many of the largest and most forward-thinking health systems and post-acute providers in the country bringing modern, scalable workflows to some of the most complex clinical environments in U.S. healthcare.

Following our recent financing and accelerated expansion, we are seeking an exceptional **Vice President of Implementation & Client Success** to lead all aspects of implementations, onboarding, and enterprise client success across these high-profile, strategically important accounts.

Role Summary

The Vice President of Implementation & Client Success will own the full lifecycle of delivering WellBeam to enterprise clients nationwide, including major health systems and post-acute organizations.

This executive will:

- **Design and scale WellBeam’s acute and post-acute implementation playbooks** to support consistent, high-quality deployments across large enterprise clients.
- **Build and lead a world-class delivery organization** known for exceptional attention to detail, rigorous project management, and proactive forecasting of client needs throughout the delivery lifecycle.

- **Establish and maintain best-in-class implementation processes**, ensuring they remain continuously improved and well-adopted.
- **Ensure exceptional customer outcomes**, consistently exceeding KPIs and client expectations.
- **Serve as a strategic partner** to C-suite and senior clinical, operational, and IT executives at high-value client organizations.

This leader is accountable for the successful build/integration, configuration, launch, adoption, executive relationship management, and ongoing performance of WellBeam across enterprise customer environments — with a relentless focus on **speed to value, process excellence, and customer satisfaction**.

Key Responsibilities

Client Delivery Leadership

- Own end-to-end delivery for all enterprise clients including flagship accounts — from post-contract sales handoff through integration/build, go-live, expansion, and long-term adoption.
- Oversee cross-functional implementation workstreams: integration, workflow configuration, clinical and operational optimization, and change management.
- Ensure consistent execution of WellBeam's methodology and playbooks while adapting to complex health system and post-acute environments.

Implementation Excellence & Scale

- Build, refine, and scale implementation playbooks, standards, templates, and repeatable processes — ensuring adoption across teams and instilling confidence among large enterprise clients.
- Anticipate and resolve bottlenecks to shorten time-to-value.
- Use data and forecasting to drive capacity planning, resource allocation, and implementation prioritization.

Team Leadership & Development

- Build, lead, and mentor a high-performing client delivery team spanning integration engineering, implementation, onboarding, and customer project management.
- Cultivate a high-accountability, customer-obsessed culture defined by operational excellence, strong attention to detail, dynamic prioritization, and exceptional communication.
- Establish robust processes for managing the Client Delivery and Success organization.
- Recruit and develop top-tier delivery talent with deep healthcare, EMR, and post-acute domain experience.

Client Relationship & Executive Engagement

- Serve as a trusted advisor to senior client executives (clinical operations, ambulatory care, home health, hospice, IT/IS, digital transformation).
- Lead executive steering committees, milestone reviews, and alignment sessions to ensure WellBeam drives measurable outcomes for customers.
- Partner with Sales and Customer Success in pre-sale scoping and post-go-live expansion.

Internal Cross-Functional Collaboration

- Partner with Sales to ensure strong, well-documented handoff processes between Sales and Delivery.
- Collaborate with Product and Engineering to convert workflow insights into product requirements and roadmap direction.
- Partner with Sales on expansion and upsell opportunities within existing enterprise accounts.
- Collaborate with Marketing to develop implementation collateral, case studies, and reference materials leveraging customer success stories.

Analytics & Operational Performance

- Define, track, and report KPIs across delivery quality, time-to-value, NPS/CSAT, activation, and churn risk.
 - Build dashboards to provide visibility into implementation performance across clients.
 - Use data-driven insights to drive continuous improvement and operational rigor.
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Qualifications

Required

- 10+ years of progressive leadership in client delivery, implementations, or professional services within digital health, health IT, EMRs, or post-acute technology.
- Proven success managing complex enterprise healthcare implementations with workflow redesign, EMR integrations, and clinical operations.
- Deep understanding of health system operations and post-acute workflows (home health, hospice, home infusion, SNF, etc.).
- Experience scaling and managing implementation teams in high-growth SaaS environments.
- Demonstrated ability to influence and manage relationships with senior clinical and operational executives.
- Strong program management skills with the ability to manage multiple enterprise launches simultaneously.
- Expertise in change management and driving adoption within large, matrixed healthcare environments.

Preferred / Stand-Out

- Experience leading vendor implementation programs within health systems.
- OR leadership experience at a Series A–C startup focused on health system implementations.

- Experience with integrations tied to major health system or post-acute EMRs.
 - PMP, Lean, or similar certifications.
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What Success Looks Like

- Implementations consistently go live on or ahead of schedule.
 - Health system clients achieve rapid activation and clear workflow/KPI improvements within 60–90 days.
 - WellBeam sustains strong NPS/CSAT and becomes a strategic partner across enterprise accounts.
 - The delivery organization scales efficiently as customer and revenue growth accelerate.
 - Cross-functional teams view Implementation as a strategic engine, not a bottleneck.
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Why You'll Love Working at WellBeam

- Join a mission-driven, collaborative team improving care for millions of patients
- Competitive salary and equity participation
- Comprehensive health, dental, and vision benefits
- Opportunity to shape the trajectory of a rapidly scaling digital health company

Compensation: \$170,000 - \$245,000

Interested?

Email recruitment@well-beam.com with the role title in the subject line. Please include a brief introduction and your resume.