

DIRECTOR/SENIOR MANAGER - PRODUCT AND INTEGRATIONS

POSITION LOCATION: REMOTE

WellBeam is a fast-growing health-tech company based in the Bay Area, transforming clinical workflows along the continuum of patient care. By integrating digital solutions into existing electronic medical record (EMR) systems, we enable physician teams to seamlessly coordinate care with their post-acute care partners. Our platform replaces outdated methods like faxes and phone calls between these clinical teams, ensuring timely medical orders and clinical care coordination that result in better patient outcomes.

This role is ideal for a dynamic, self-starting individual eager to make a transformative impact in a fast-paced startup experiencing exponential market growth. You'll lead complex EMR integration projects, acting as both a problem solver and a strategist—developing often pioneering integration solutions to meet client needs. From pre-implementation technical integration scoping to post go-live build optimization, you'll drive seamless execution for our health system and post-acute customers. You will have a thirst for the industry's interoperability developments to shape WellBeam's interoperability strategy. In addition to leading EMR integration, you will partner closely with WellBeam's core product team to ensure new product features and functionality are optimized through EMR integrations.

If you thrive in dynamic environments, enjoy creatively solving client needs through developing greenfield solutions, and can balance flexibility with processes and structure, this opportunity is for you!

WHAT YOU'LL DO:

Pre-Implementation Scoping & Strategy

- Lead technical discovery meetings with clients to identify integration requirements and needs.
- Provide integration recommendations that balance client needs and project feasibility.
- Drive detailed technical scoping discussions and draft Statements of Work, including timelines, resources, and pricing.

Implementation Execution & Scalability

- Build and maintain relationships with key client stakeholders for smooth project execution.
- Coordinate technical aspects of implementation, including API-driven workflows, HL7v2 interfaces, XML conversions, and flat-file exchanges.
- Collaborate with integration engineers and EMR support to troubleshoot and optimize implementation processes.
- Continuously refine workflows to enhance efficiency and scalability.

Integration Playbook Development

- Develop and refine playbooks for implementation best practices, covering scenarios such as end-to-end testing with hospitals and home health systems.
- Create customer-facing guides and documentation to standardize integration processes.

Post Go-Live Optimization & R&D

- Drive continuous improvement through research on client-driven enhancements, including billing optimizations and advanced FHIR integrations.
- Define and track key success metrics (e.g., patient matching) to optimize system performance.
- Monitor and triage post-go-live issues and workflow inefficiencies.

Data Management & Wrangling

- Ensure robust data integrations, including mapping, ingestion, transformation, and validation (e.g., ADT ingest for patient validation, MDM exports).
- Troubleshoot data-related issues impacting integrations, collaborating with Engineering and Customer Success teams.

Product Management

- Define and own vision for product areas relevant to integrations & interoperability.
- Build clear roadmaps with monthly milestones aligned with business objectives.
- Lead projects using a structured yet flexible approach (e.g., 12-week plans).
- Manage agile team activities, including sprint planning, retrospectives, and post-go-live standups.
- Define & monitor KPIs for integration projects, ensuring measurable impacts on customer outcomes.
- Provide leadership with regular updates on integration performance, adoption, and trends.

Budget & Resource Management

- Collaborate with finance on cost models, including volume projections and unit economics.
- Manage integration project budgets, balancing cost-effectiveness with quality delivery.
- Ensure efficient resource utilization across internal teams and external partners.

Healthcare Interoperability & Innovation

- Stay ahead of industry trends, exploring emerging standards like TEFCA, QHINs, FHIR, PACIO, and Direct Secure Messaging.
- Work with Product and Engineering teams to shape WellBeam's interoperability strategy and roadmap.

Team Leadership & Development

- Lead by example, driving progress with vision, trust, and influence while fostering a collaborative culture.
- Mentor a team of implementation managers and integration specialists, ensuring high performance and growth.
- Support search & recruitment of top talent engineers to join the Integration team.
- Establish connection with industry experts in healthcare integration & interoperability.
- Establish best practices for communication, problem-solving, and cross-functional alignment.

OUR IDEAL CANDIDATE WILL HAVE:

- **Healthcare IT & Integrations:** 5–10 years in healthcare interoperability, including 3–5 years integrating ambulatory EMRs like Epic, Cerner, and Athena. Proficient in FHIR APIs, HL7v2, and healthcare data standards; startup experience preferred.
- **Product Management:** Experience in defining integration roadmaps, prioritizing features based on business impact, and collaborating with engineering and customer teams to enhance interoperability solutions.
- **Project Management:** Proven ability to manage complex integrations from scoping to post-go-live using Agile methodologies.
- **Technical Proficiency:** Strong understanding of API-driven, XML, and flat-file integrations, collaborating with engineers to solve technical challenges.
- **Client Engagement:** Skilled in leading discovery sessions, translating client needs into integration strategies, and maintaining strong stakeholder relationships.
- **Problem-Solving & Adaptability:** Critical thinker who adapts to evolving client needs while maintaining scalable processes.
- **Leadership & Team Management:** Experience leading cross-functional teams, mentoring, and fostering a collaborative environment.
- **Data & Analytics:** Expertise in data mapping, transformation, validation, and ensuring data integrity.
- **Continuous Improvement:** Passion for optimizing workflows, implementing enhancements based on client feedback and industry trends.
- **Budget & Resource Management:** Skilled in budgeting, cost modeling, and optimizing resource allocation.
- **Industry Knowledge:** Deep understanding of healthcare regulations, TEFCA, QHINs, and emerging interoperability trends. Connection with thought leaders in the healthcare integrations/interoperability.
- **Communication:** Excellent ability to convey technical concepts to non-technical audiences and lead cross-functional discussions.

WHAT WE OFFER:

- Competitive compensation
- Participation in WellBeam's employee equity program
- Work remotely with flexible working hours
- Monthly team dinners (if local to SF Bay Area) and regular company-wide offsites
- Generous holidays and Paid Time Off
- Variety of Health, Vision, and Dental Insurance options
- 401K, Worker's Compensation

DOES THIS SOUND LIKE YOU?

If so, let's talk. We get that moving to a new company is a two-way street. We are looking for the right fit for WellBeam. You are looking for the right company and team for you - and that's super important!

Please submit your resume to: recruitment@well-beam.com