



Health advocate

Wildflower Health

Wildflower connects women and families to better care by breaking down silos among providers, payers, and best-in-class partners. We deliver personalized education and calls-to-action that simplify the healthcare journey for families with a combination of human touch and digital tools that fuel the transition from fee-for-service to value-based care models.

Our digital platform and virtual patient advocates engage the Chief Health Officer of the home (aka mom) by monitoring patient generated data and medical records to trigger personalized interventions while simultaneously informing providers and payers of addressable risks, allowing the healthcare ecosystem to work collaboratively. Wildflower eliminates excess costs, improves patient satisfaction and outcomes across the continuum of family health and healthcare ecosystem.

Empowering women. Collapsing silos. Rewarding value. This is a smarter way to care. www.wildflowerhealth.com.

Wildflower Health provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. Applicants must be authorized to work lawfully in the United States. Wildflower Health is not able to sponsor applicants for work visas.

About the Role

The Health Advocate is an integral part of our operations team and is responsible for providing care coordination services. Key responsibilities include empowering patients through education and care plans to better self-manage, assessing risk, escalating to appropriate social and clinical resources, and bringing learnings back to Wildflower to enable a cycle of continuous learning. This individual will directly interact with patients and providers.

The Health Advocate will report to our Director of Health Advocacy and Chief Operating Officer. This individual will work closely with other teams at Wildflower, including our Operations, Commercial, Product, and Engineering teams. This is a fantastic opportunity for a caring

individual who enjoys working in a growing company, is passionate about improving health outcomes, and is committed to creating exceptional experiences for patients and providers.

Key Responsibilities

- Develop positive relationships with patients and empower them to be active participants in their care
- Manage assigned patient caseload by providing health education to help patients understand and follow care plans to reduce the incidence and severity of adverse events
- Develop positive relationships with providers and support them in providing patient education and monitoring that complements their prescribed care plan
- Assess risk based on data aggregated across multiple sources including health risk assessment, patient-centric devices, signs and symptoms surveys, and medical records
- Determine the need for digital and human interventions
- Interact with patient, social services, care/case managers, and provider care teams (nurses and physicians) to facilitate interventions
- Feed learnings back to Wildflower to improve the efficiency and effectiveness of our escalation pathway

Ideal Candidate

The ideal candidate has an exceptional track record of developing strong relationships with patients and providers, while exercising strong judgement in assessing risk and determining escalations to appropriate resources based on a holistic view of the patient and the system in which we operate. We are looking for individuals with the following characteristics:

- Strong ability and desire to interact with patients across their social and clinical needs and to create strong interpersonal relationships
- Strong ability and desire to communicate with providers and their care teams to facilitate clinical interventions and to become a trusted resource
- Passionate about driving health equity
- Strong ability to capture learnings from patient and physician communications and effectively translate them to internal stakeholders
- Passionate about supporting products and programs that improve family health outcomes
- 5 years of women's health experience as a nurse OR nurse educator OR equivalent experience as a health educator, BSN a plus (flexibility for 20% of time to be allocated to obtaining nursing practice hours for license renewal)
- Driven and able to telework in an evolving environment

Location

Central Time Zone

How to Apply

To be considered, please email your resume, cover letter, and salary requirements to jobs@wildflowerhealth.com.