



Experience and Transformation Consultant

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Full time

Posted 22 Days Ago

R-3016

Experience and Transformation Consultant

Telecommute Option - MUST reside in OR, WA, ID or UT

WHO WE NEED

The Experience and Transformation Consultant is responsible for driving and supporting continuous improvement and change adoption activities in order to achieve high-quality, measurable, and sustainable results which support strategic priorities and goals. Experience and Transformation Consultants use data-driven and people-oriented tactics to support the Health Plan Operations (HPO) culture of high performance, build capacity for continuous improvement, and seek opportunities to achieve end-to-end process transformation that are business-driven, process-led, and technology-enabled.

Normally to be proficient in the competencies listed below

Experience and Transformation Consultant I would have:

- Bachelors' degree in healthcare administration, business administration, or a related field
- 5+ years of experience in process improvement, change management, business or process analysis/engineering, portfolio management, or an equivalent combination of education and experience.

- Lean or other improvement certification is preferred. Change management certification is preferred.

Experience and Transformation Consultant II would have:

- 8+ years of experience as outlined above, along with demonstrated ability to work independently and lead teams.

YOUR ROLE

- Identify and inform opportunities to build consistency, efficiency, accountability, and alignment into HPO systems and processes via improvement and change management activities
- Provide leadership for improvement and change adoption efforts within and across HPO departments and workgroups
- Scope and inform prioritization of improvement and change adoption efforts in alignment with HPO strategic priorities and goals
- Offer targeted continuous improvement and change adoption consultation to HPO departments
- Deliver continuous improvement and change adoption consulting and training for HPO department improvement and change agents
- Staff and support improvement opportunity intake mechanisms such as the HPO Pain Points program and C-Xpress
- Facilitate discovery and planning events for department and cross-team initiatives
- Lead the development of communication and change adoption approaches
- Conduct end-to-end process analyses to inform continuous improvement efforts and ensure alignment across teams
- Rigorously measure improvement efforts to illustrate impact to HPO and Cambia metrics
- Draft and publish improvement stories using available HPO communication mechanisms
- Manage and contribute to library of HPO key process and HPO system/neighborhood maps
- Contribute to, maintain, and promote standard continuous improvement and change adoption language, structures, tools, and templates for use across HPO
- Continuously seek opportunities to embed improvement and change management best practices into new and existing HPO processes and structures
- Draft written, visual, and verbal communications that are consistent with the HPO branding standards and in alignment with Strategic Communication practices and principles
- Align with Cambia change management approaches to ensure effective communication and management of major process and operational transitions
- Partner and collaborate with partners and groups outside of HPO to ensure alignment with existing efforts and messaging, adoption of best practices, and effective integration of improvements
- Act as a change agent to foster and support a culture of improvement throughout the organization
- Lead change by modeling behavior and influencing partners
- Escalate risks and issues as appropriate
- Contribute to the growth and development of the Experience and Transformation team

WHAT YOU BRING

- Demonstrated ability to lead large- and small-scale improvement activities using industry-recognized improvement methodologies and tools such as the Model for Improvement or Lean
- Demonstrated ability to adapt to a dynamic environment with changing requirements
- Ability to make decisions with limited information

- Excellent written and verbal communication skills
- Experience managing initiatives involving multiple stakeholders
- Can effectively explain complex processes and status updates to various stakeholders across the organization
- Is familiar with best business practices within and outside of the organization
- Collaborates cross functionally with different teams within Cambia and offers guidance where needed
- Excellent interpersonal, intercultural, and organizational skills with the ability to implement ideas in multiple and changing environments
- Ability to drive change through influence
- Ability to use data and metrics to identify and measure success of improvement initiatives

We are an Equal Opportunity and Affirmative Action employer dedicated to workforce diversity and a drug and tobacco-free workplace. All qualified applicants will receive consideration for employment without regard to race, color, national origin, religion, age, sex, sexual orientation, gender identity, disability, protected veteran status or any other status protected by law. A background check is required.

If you need accommodation for any part of the application process because of a medical condition or disability, please email CambiaCareers@cambiahealth.com. Information about how Cambia Health Solutions collects, uses, and discloses information is available in our [Privacy Policy](#). As a health care company, we are committed to the health of our communities and employees during the COVID-19 pandemic. Please review the policy on our [Careers](#) site.

About Us



Everyone is a health care consumer deserving of a simpler, more personalized experience. [Cambia](#) is transforming the health care system to revolve around people. For over 100 years we've designed people-first health solutions rooted in the nation's first health plan, a loggers' wage pool established in the Pacific Northwest. Today that pioneering spirit aligns our family of over 20 companies, including 4 not-for-profit [BlueCross and BlueShield licensed health plans](#) serving over 2 million Americans.

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