Director, Enterprise Innovation & Transformation - Emory Health Plan

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Job Number: 163432

Department: Emory Health Plan

Remote Work Classification

Full Remote - Monthly

Health and Safety Information

Not Applicable
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Emory University is a leading research university that fosters excellence and attracts world-class talent to innovate today and prepare leaders for the future. We welcome candidates who can contribute to the excellence of our academic community.

Description

Director, Enterprise Innovation & Transformation leads enterprise-wide initiatives that redefine the healthcare experience for Emory Healthcare and Emory University populations. Responsible for transforming healthcare programs through innovative benefit design, digital transformation, AI adoption, large-scale platform migrations, and the development of next-generation member and provider journey experiences.

Director of Enterprise Innovation & Transformation executes a portfolio of strategic initiatives that reshape how our Emory members experience healthcare, spanning benefit design, digital modernization, AI adoption, platform migrations, and member and provider experience redesign.

KEY RESPONSIBILITIES:

- Leads programs end-to-end, influence cross-functional teams, and translate strategy into measurable outcomes.

- Works closely with, and develop toward, senior leadership, gaining exposure to executive-level decision-making as we scale.
- Manages and executes 3-5 enterprise transformation initiatives simultaneously, from planning through sustainment.
- Supports development of a transformation roadmap spanning benefit design, digital strategy, AI innovation, and operational excellence.
- Prepares and presents program status updates for leadership governance reviews, covering milestones, risks, and ROI.
- Applies rigorous program management discipline: milestone tracking, dependency management, risk mitigation, and stakeholder communications.
- Builds business cases and support investment requests for transformation initiatives.
- Tracks post-implementation results, ensuring initiatives deliver on their committed financial and experience targets.
- Supports design of member journey improvements across enrollment, provider search, care access, claims resolution, and renewal.
- Contributes to provider experience optimization covering onboarding, utilization management, claims processing, and quality reporting.
- Conducts current-state research interviews, data analysis, and process observation to identify friction and experience gaps.
- Helps develop future-state journey designs incorporating digital-first touchpoints and omnichannel experiences.
- Tracks journey performance metrics: satisfaction scores, completion rates, time-to-resolution, and drop-off points.
- Coordinate cross-functional teams across clinical, IT, operations, and member services to improve critical touchpoints.
- Partners with Benefits leadership to evaluate and evolve plan designs that balance affordability, access, quality, and engagement.
- Supports exploration of innovative benefit structures: value-based insurance design, supplemental benefits, and consumerism strategies.
- Assists with design and launch of benefit pilot programs across areas such as mental health, fertility, and musculoskeletal care.
- Researches market trends and competitive benefit offerings to inform differentiation strategies.
- Builds and maintains financial models quantifying the impact of benefit design changes on utilization, cost, and satisfaction.
- Support A/B testing and measurement of member response to benefit innovations.
- Assists in scaling successful pilots into production with change management and member education support.
- Contributes to digital-first strategy execution, helping transform member and provider interactions through modern platform.
- Supports platform migrations and enhancements: member portal, mobile app, provider portal, and data modernization.

- Assists with evaluation and adoption of emerging technologies: telehealth, virtual care, remote monitoring, and digital therapeutics.
- Partners with IT on technology selection, vendor evaluation, implementation tracking, and user acceptance testing.
- Helps define digital experience standards and metrics including adoption rates, usability scores, and completion rates.
- Supports agile product management practices: sprint planning, backlog management, and continuous delivery.
- Supports enterprise AI strategy by identifying and prioritizing high-value use cases: claims automation, care gap identification, personalized outreach.
- Coordinates with data science teams on piloting and scaling AI/ML models that improve operations and member experience.
- Helps ensure responsible AI practices: fairness audits, transparency requirements, and compliance with applicable regulations.
- Tracks AI model performance and business impact through defined measurement frameworks.
- Supports AI literacy efforts Â¿ building awareness and confidence in AI-assisted decisions across the organization.
- Assists in evaluating AI vendor solutions and assessing build-vs-buy options.
- Supports execution of complex platform transitions: TPA migrations, PBM transitions, benefits administration upgrades, and CRM implementations.
- Contributes to migration playbooks covering requirements gathering, implementation planning, testing protocols, and cutover execution.
- Helps manage program governance structures including workstream coordination and integrated project tracking.
- Supports vendor relationship management to ensure accountability on timelines, deliverables, and quality.
- Assists with risk mitigation through contingency planning, parallel operations, and structured testing.
- Coordinates organizational readiness activities: training programs, process redesigns, and communications.
- Supports the application of change management methodology across transformation programs.
- Assists in change readiness assessments and develop targeted strategies for building capability and adoption.
- Helps design and execute multi-channel communications for employees, members, providers, and partners.
- Builds and coordinates change champion networks across departments.
- Develops training materials and enablement resources supporting new processes and systems.
- Tracks adoption through utilization metrics, surveys, and feedback loops.

- Serves as a trusted partner to senior leadership on transformation progress, risks, and recommendations.
- Collaborates with Clinical Operations, Finance, HR Benefits, and IT on shared initiatives.
- Builds and maintains relationships with external technology vendors, consultants, and innovation partners.
- Prepares and delivers transformation updates for governance committees and leadership with clarity and impact.
- Performs related responsibilities as required.

MINIMUM QUALIFICATIONS:

- Bachelor's degree in Healthcare Administration, Business, Engineering, or related field (required) and 7 years of progressive experience in transformation, innovation, program management, or strategic initiatives in healthcare. Or equivalent combination of education, training, or experience.
- MBA, MHA, MPH, or Master's degree (preferred).
- PMP, Lean Six Sigma Green or Black Belt, or Change Management certification (preferred).

NOTE: Tasks related to this position can be performed remotely with only occasional supported visits to an Emory University location. Emory reserves the right to change this status with notice to employee.

Additional Details

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