# Transformation Strategist - Emory Health Plan

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**Job Number:** 163431

**Department:** Emory Health Plan

**Remote Work Classification**

Hybrid Remote

**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**

Enterprise Transformation Strategist plays a hands-on role in delivering initiatives across benefits design, digital experience, AI adoption, data & analytics, operational redesign, and member & provider journey transformation. Strategist contributes directly to a portfolio of high-impact initiatives spanning benefits design, digital experience, AI adoption, operational redesign, and member & provider journey transformation.

KEY RESPONSIBILITIES:

- Supports 3-5 enterprise initiatives by developing and maintaining project plans, tracking milestones, logging risks, and preparing status updates for governance meetings.
- Performs structured process analysis: documents current-state workflows, identifies bottlenecks and inefficiencies, and assists with solution design.
- Assists in building business cases and cost/benefit models for proposed initiatives under the guidance of senior team members.
- Prepares clear, professional presentations, dashboards, and communication artifacts for team meetings and stakeholder reviews.

- Maintains initiative documentation libraries, meeting notes, and decision logs to support knowledge continuity.
- Assists with mapping current-state member and provider journeys, capturing pain points, handoffs, and moments of friction.
- Conducts structured user interviews, shadows operational teams, and synthesizes findings into insights and design opportunities.
- Supports creation of future-state journey maps and service blueprints that incorporate digital tools, automation, and human-centered design principles.
- Participates in design sprints and workshops facilitated by senior team members, contributing analysis and Human-Centered Design research.
- Conducts targeted market scans of benefit trends, supplemental health programs, and employer plan innovations relevant to Emory's member population.
- Analyzes historic utilization and claims data to identify patterns and model the financial implications of proposed benefit design changes.
- Supports evaluation of pilot programs (e.g., mental health access, digital health tools, chronic disease navigation) through structured data analysis and member feedback synthesis.
- Assists with designing and measuring A/B tests or phased pilots, tracking impact on member behavior, utilization, and cost.
- Partners with IT and vendor teams to support requirements gathering, user acceptance testing, and workflow documentation for digital platforms including the member portal, provider portal, and analytics tools.
- Assists with usability testing sessions with members and providers, capturing feedback and translating findings into actionable recommendations.
- Tracks platform adoption metrics and flag optimization opportunities for senior team review.
- Helps maintain integration documentation between operational systems and new digital tools.
- Works alongside analytics team members to build and maintain dashboards and reports that surface insights on member experience, utilization, and operational performance.
- Supports predictive modeling use cases (e.g., high-risk member identification, care gap prediction) by assisting with data preparation, validation, and interpretation.
- Participates in AI vendor evaluations by conducting research, preparing comparison frameworks, and documenting findings.
- Helps build and maintain responsible AI governance artifacts, including model monitoring logs and pilot documentation.
- Supports planning and readiness activities for upcoming digital platform migrations by coordinating workstream documentation, scheduling, and stakeholder communication.
- Helps track open issues, system defects, testing cycles, and dependency maps across vendor and internal teams.

- Assists with cutover preparation, including checklist management and cross-functional readiness status reporting.
- Drafts communication materials, training guides, quick-reference resources, and readiness assessments under the direction of senior team members.
- Participates in change champion networks and assist with facilitating small-group training or feedback sessions.
- Collects and synthesizes user adoption feedback, tracks behavioral change indicators, and supports continuous improvement of rollout plans.
- Performs related responsibilities as required.

MINIMUM QUALIFICATIONS:

- Bachelor's degree in Industrial & Systems Engineering, Business Administration, Healthcare Management, Public Health, Computer Science, or a related field and 1 to 2 years of experience in a relevant role.
- Additional skills and technical experience preferred: Exposure to healthcare operations, health insurance, consulting, digital transformation, or applied analytics through coursework, internship, co-op, or capstone project.
- Experience contributing to projects or cross-functional teams in a structured setting (consulting club, student organization, employer, or research lab).
- Familiarity with process mapping, journey mapping, workflow design, or service design methods.
- Any experience with data analysis, reporting, or dashboard development applied to real-world problems.
- Excel (proficient); Python or R (preferred but not required); SQL (a plus).
- Tableau, Power BI, or equivalent (coursework-level familiarity sufficient).
- Lucidchart, Miro, Visio, or similar diagramming platforms.
- Familiarity with Microsoft Teams, SharePoint, Smartsheet, or similar.
- Basic exposure to Agile, Lean, Design Thinking, or Systems Engineering (through coursework or self-study is acceptable).

NOTE: This role will be granted the opportunity to work from home regularly but must be able to commute to Emory University on a flexible weekly schedule based upon business needs. Schedule is based on agreed upon guidelines of department. This role requires residency in the state of GA. Emory reserves the right to change remote work status with notice to employee.

**Additional Details**

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