

· HEALTH · INNOVATION

MISSION: WE EXIST TO MAKE HEALTHCARE SIMPLE, PERSONALIZED & PROACTIVE



We are the Kaiser Permanente Health Innovation team, a group of problem solvers and creatives who are passionate about changing the face of healthcare. We collaborate with Kaiser Permanente's 13 Southern California medical center areas to inspire innovation throughout the region. We form strategic partnerships with healthcare and non-healthcare industry leaders and disruptors of our time. Join the Kaiser Permanente Health Innovation team and create the future of healthcare!

A little about you...

- You have a strong desire to drive meaningful change across the healthcare industry
- You use story-telling and human centered design to communicate complex ideas
- You are a team player who collaborates with others to form creative solutions, and by doing so you cultivate and raise the energy and creativity of your whole team
- You challenge the status quo and strive to break the mold of standard thinking
- You contribute different perspectives and insights to various settings, and blend academic theory with real-world experience

As part of our Health Innovation team, you will...

- Create a better care experience for Kaiser Permanente members and patients
- Disrupt the current healthcare model by challenging current practices and advancing new business ventures
- Collaborate with people from diverse backgrounds to evolve ideas from concept to reality
- Develop strategies to spread innovations throughout Kaiser Permanente
- Work on a wide variety of projects which may include, but are not limited to:
 - **Virtual Care:** using technology to create a healthcare system that is simple and easy to navigate
 - **Big Data:** leveraging data to make care more proactive
 - **Digital Networks:** connecting individuals to make care more personalized and social

· HEALTH · INNOVATION



PROBLEM SOLVERS

We are looking for people with experience in consulting, engineering, and/or product management

- You have a Bachelor's degree or Master's degree in Public Health, Healthcare Administration, or Business Administration (or other relevant degrees)
- You have experience in or exposure to innovation, design thinking, ethnography and/or service design
- You are comfortable bringing stakeholders together, working with internal and external teams, and brainstorming with colleagues
- You can work in constantly changing environments, adapt to evolving opportunities, and adjust priorities with flexibility
- You are comfortable synthesizing and analyzing complex, diverse sources of data through advanced analytical, problem-solving, and process-thinking skills



CREATORS

We are looking for people with experience in graphic design, UI/UX design, service design and/or industrial design

- You have a Bachelor's degree and/or Masters in Design
- You are proficient in Adobe Creative Suites, 3D animation, Microsoft Office and traditional or digital sketching
- You have experience in or exposure to print, media, color theory, photography, design thinking and a desire to innovate in the healthcare and non-healthcare space
- Must have a portfolio and/or website to share



LEADERS

We are looking for people with experience in developing strategies, managing portfolios, and building relationships

- You have a Master's Degree (preferred) in Public Health, Health Administration or Business Administration (or other relevant degrees)
- You have experience leading the discovery, evaluation, design and development of multiple large-scale strategic and innovative programs
- You have experience overseeing a broad array of project work, including strategy development, market assessments, operational & process improvement, policy issues, profitability assessments & major implementations
- You are able to execute on strategic priorities and build strong internal and external relationships
- You are able to foster a professional, results-oriented, collaborative environment, which supports staff growth & development



INTERNS

We are looking for individuals who are hungry to leave a lasting impact on healthcare

- You are pursuing a Bachelor's degree or Master's degree in Public Health, Healthcare Administration, or Business Administration (or other relevant degrees)
- You have strong critical thinking, problem-solving, organization and communication skills
- You will collaborate with team members and learn how to lead your own projects from start to finish
- You ask thoughtful questions and use the answers to progress projects

HOW TO APPLY: Please send your resume and cover letter to: Health-Innovation@kp.org

Kaiser Permanente Southern California Innovation Studio
2521 Michelle Drive, Tustin, CA 92780

Scheduled Hours (1-40): 40 | Shift: Day | Working Days: Mon-Fri | Working Hours Start: 8:00 AM | Working Hours End: 5:00 PM | Schedule: Full-time
Job Type: Internship (10-12 weeks)/ Full-time | Employee Status: Internship temporary/ Full-time Permanent | Public Department Name: SCAL Health Innovation
Travel: Yes, up to 10% of the time | Job Eligible for Benefits: Internship (No)/ Full-time (Yes) | Eligibility: US Citizen

External hires must pass a background check/drug screen. Qualified applicants with arrest and/or conviction records will be considered for employment in a manner consistent with Federal, state and local laws, including but not limited to the San Francisco Fair Chance Ordinance. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, protected veteran status, or disability status.

DISCLAIMER: The above statements are intended to describe the general nature and level of work being performed by incumbents assigned to this job. This is not intended to be an exhaustive list of all the responsibilities, duties and skills required. The incumbent may be expected to perform other duties as assigned.

COMPLIANCE & INTEGRITY: Consistently supports compliance and the Principles of Responsibility (Kaiser Permanente's Code of Conduct) by maintaining the privacy and confidentiality of information, protecting the assets of the organization, acting with ethics and integrity, reporting non-compliance, and adhering to applicable federal, state and local laws and regulations, accreditation and licensure requirements (if applicable), and Kaiser Permanente's policies and procedures. Models and reinforces ethical behavior in self and others in accordance to the Principles of Responsibility; adheres to organizational policies and guidelines; supports compliance

initiatives; maintains confidences; admits mistakes; conducts business with honesty; shows consistency in words and actions; follows through on commitments. All Directors, Managers and Supervisors are accountable for communication, implementation, enforcement, monitoring and oversight of compliance policies and practices in their departments.

SERVICE & QUALITY: In addition to defined technical requirements, accountable for consistently demonstrating service behaviors and principles defined by the Kaiser Permanente Service Quality Credo, the KP Mission as well as specific departmental/organizational initiatives. Also accountable for consistently demonstrating the knowledge, skills, abilities, and behaviors necessary to provide superior and culturally sensitive service to each other, to our members, and to purchasers, contracted providers and vendors.

WORKPLACE SAFETY: In addition to defined working conditions and physical requirements, employees are accountable for working safely; following established policies & procedures; utilizing all designated protective personal equipment (PPE) and/or safety equipment assigned for task; and reporting all injuries and hazards to their supervisor immediately. Supervisors and Managers are accountable for ensuring the safety performance of employees; applying consistent practices in compliance with federal, state and local regulations; providing guidance to maintain a safe and healthy work environment.