

## **Patient Services Manager**

### **The LAM Foundation**

The LAM Foundation is looking for a **Patient Services Manager** with experience in a healthcare or social services environment. Seeking a compassionate, energetic and driven individual with exceptional interpersonal and organizational skills to join an organization that is described by the National Heart, Lung, and Blood Institute (NHLBI) as "a model for voluntary health agencies." The Foundation, which began in 1995 as a grass roots effort, is now the global leader in the fight against Lymphangiomyomatosis (LAM). LAM is a rare and progressive lung disease that primarily affects women. In May 2015, the FDA approved Rapamune as the first treatment for LAM. There is no known cure.

The Patient Services Manager's role is to serve as an advocate and first point of contact for individuals with LAM and their families, to manage patient and family programs and to maintain and create educational and support materials. There is no direct patient care delivery involved with this position and the manager will have access to the expertise of clinicians and scientists to assemble high quality and accurate resources for the LAM community. This position is responsible for meeting operational goals and objectives, collaborating with other members of the LAM Foundation staff and keeping the organization informed and current on issues of importance to individuals with LAM and their families.

#### **Reports to: Chief Executive Officer**

#### **Responsibilities:**

1. Serves as the primary point of contact for women with LAM and their families, including telephone, online and in-person contact.
  - Provides a compassionate 'voice' and first contact to members of the LAM community (patients, families and friends) who are seeking information, resources and educational materials to understand their diagnosis, options and to set expectations.
  - Connects LAM community members based on needs, shared experiences and interests, while abiding by privacy and consent policies.
  - Manages new patient registration and engagement processes, implementing continuous process and value improvement methodologies.
  - Initiates follow-up with patients and their families, providing ongoing support as appropriate.
  - Sets a measurable standard for quality, compassion and high value for each person's experience with the Foundation, trains and informs LAM Foundation staff on patient needs and engagement best practices.
  - Respects patients by recognizing their rights and maintaining the strictest of confidentiality based on the consent process.
2. Patient Database and Online Forum Management
  - Optimizes use of Foundation software by overseeing accurate data collection, survey administration and reporting for patient database. Takes the lead on projects related to new patient registries and survey projects.
  - Develops metrics and data integrity processes to assure accuracy of data over time.
  - Monitors online patient and family forums including LAM Foundation Community, LAMMIIES, LAMMIE Loved Ones and LAM360 to respond to requests, monitor new members and identify important issues.

- Creates and manages new or special interest online communities with a goal of maximizing engagement and meeting LAM community needs.
3. Develops Educational Resources
    - Coordinates with medical director and other (internal and external) LAM experts to develop content and respond timely to patient care requests as appropriate.
    - Contributes to LAM Foundation publications and online resources such as Journey, Currents and the website.
    - Contributes to development of regional and LAMposium educational agendas, sourcing topics and speakers.
  4. Manages Patient and Family Programs, as defined by LAM community and CEO, including but not limited to:
    - Circle of Hope Transplant Support Group
    - LAM Liaison Patient Network – quarterly webinars, regional educational meeting planning, training and onboarding, budget and expense tracking, communications
    - Patient Advocacy Projects as required
  5. Maintains professional and technical knowledge
    - Attends educational workshops (including participation in international research conference and LAMposium).
    - Establishes personal networks and connections both within the LAM community and externally.
    - Benchmarks state-of-the-art patient engagement practices.
  6. Functions as team member for Foundation projects and ongoing operations
    - Participates in regular staff meetings and Foundation functions.
    - Serves as key member of LAMposium and other event teams.
    - Travels as needed to participate in LAM community events and activities.
    - Other duties and projects as assigned.

**Knowledge, Skills and Experience:**

- Bachelor's Degree or higher
- Experience and familiarity with rare or lung diseases preferred, but not required
- Experience with database management
- Experience with customer service and marketing/outreach
- Concern and compassion for patient communities

**Core Competencies:**

- The ability to organize and prioritize responsibilities while paying close attention to detail is an asset in this position.
- Strong and responsive customer service skills.
- Excellent organizational skills, time management skills and ability to effectively balance task-oriented and process-oriented responsibilities.
- Strong interpersonal, oral and written communications skills with excellent and timely follow through.
- Adaptable and reliable in conflict, crisis or changing priorities.
- Strong sense of confidentiality.
- Capacity to analyze and interpret data.

## Benefits

- Comprehensive health insurance plan (medical, dental and vision)
- Simple IRA for Employee Savings (includes a matching program)
- Disability Insurance
- Nine Paid Holidays
- Term Life Insurance
- Personal Time Off
- Membership to the Blue Ash Recreation Center
- Job Type: Full-time

Interested and qualified candidates should submit cover letter and resume to [admin@thelamfoundation.org](mailto:admin@thelamfoundation.org)  
Learn more about The LAM Foundation at [www.thelamfoundation.org](http://www.thelamfoundation.org)