

Manager, Digital Health Innovation & Patient Experience

Job ID
REQ-10041866
Feb 25, 2025
Canada

Summary

Location: Toronto, Ontario or Montreal, Quebec

Novartis is unable to offer relocation support for this role; please only apply if this location is accessible for you.

About the role:

As part of the Patient Experience and Innovation team, this role will focus on supporting the design, implementation and evaluation of digital health solutions in addition to digitizing our patient support program (PSP) operations.

This role reports directly into the Head, Patient Experience and Innovation (PEXI) and will work in cross-collaboration with both internal and external stakeholders. This role will also support in the implementation and management of digital health projects and initiatives within the BIOME and PSP.

The successful candidate will have a strong understanding of the healthcare system in Canada and be adept at facilitating workshops with internal and external stakeholders, project management, and designing services/solutions to improve overall outcomes for patients/customers.

Temporary Position: 9 months.

About the Role

Key Responsibilities:

- Work closely with business leaders to understand and validate customer pain points and health system challenges that impact the patient journey and care delivery.
- Co-design and facilitate meetings and workshops to co-create meaningful and impactful customer & patient solutions with internal and external stakeholders and partners
- Conduct research on technology vendors and their offerings to evaluate their fit while maintaining vendor assessment templates, tools, and methodologies
- Support ongoing implementation projects, working collaboratively and in an agile way with the business to ensure projects are delivered fast and with maximum impact
- Support the operational process of the Innovation Front Door and BIOME's Solution Lab, the innovation hub created to increase cross-collaboration

- Assist Patient Support Program Operations team in digitizing the day-to-day operations to optimize and create efficiencies
- Utilize data analytics to identify PSP needs and use insights to make data-driven adjustments for optimal program delivery
- Support the implementation of key projects related to PSP and business operations while ensuring cross collaboration and sharing of best practices with wider team for operational excellence.

Essential Requirements:

- Ability to clearly communicate concepts and solutions to stakeholders using a variety of mediums (e.g., presentations, reports, visualizations)
- Ability to speak French fluently
- Ability to manage projects, timelines, and stakeholders to ensure that projects are delivered on time and within budget
- Experience working with digital tools, platforms, or Salesforce CRM to develop and implement digital initiatives
- Ability to effectively use data analytics to gain insights and make informed decisions

Desirable Requirements:

- Knowledge of electronic medical record systems, digital platforms, and patient support programs
- Experience working within the Canadian healthcare system or within the pharmaceutical industry

Why Novartis: Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other.

Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together?

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Division

International

Business Unit

Innovative Medicines

Location

Canada

Site

Montreal

Company / Legal Entity

CA04 (FCRS = CA004) NOVARTIS PHARMA CANADA INC.

Functional Area

Marketing

Job Type

Full time

Employment Type

Temporary (Fixed Term)

Shift Work

No

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