

POSITION OVERVIEW

Job Title: VP, Internal Market Development
Business Title: Vice President, Hospital Partnerships
Job Code: VPIMD
FLSA Status: Exempt
Department: Corporate Development
Reports to: Wendy Will
Location: Remote
Draft Date: 8/17/26
Revision Date: N.A
Approved By: Wendy Wills
Role: People Leader

POSITION SUMMARY

The Vice President, Hospital Partnerships is responsible for enterprise execution, operating cadence, and field enablement for Radiology Partners' National Health System partnerships and differentiated client experience initiatives. This role translates executive-level strategy into scalable operating frameworks, standardized engagement processes, and structured execution routines across prioritized health systems. The Vice President serves as a strategic integrator across Operations, Strategy, Analytics, Technology, and Business Development teams to drive consistency, accountability, and measurable outcomes while enhancing executive relationships with hospital partners.

POSITION DUTIES AND RESPONSIBILITIES

- Lead enterprise engagement strategies and operating cadences for prioritized National Health System partnerships to foster long term growth in client revenue.
- Establish and manage monthly, quarterly, and annual engagement rhythms that support strategic health system relationships and executive visibility.
- Translate strategic priorities into structured agendas, action plans, governance processes, and standardized operating procedures.
- Develop and oversee execution of strategic partnership agreements, escalation processes, enterprise reporting, and performance tracking activities.
- Identify, monitor, and proactively address partnership risks, dependencies, escalations, and operational barriers.
- Operationalize health system prioritization strategies and ensure prioritization insights are integrated into field engagement plans and resource allocation decisions.
- Sponsor enterprise Voice of the Customer and NPS programs by coordinating post-survey action planning, follow-up activities, and performance improvement initiatives.
- Direct the development and/or deployment of Quarterly Business Reviews, account planning frameworks, executive engagement programs, CRM processes, and client-facing infrastructure.
- Lead executive forums, webinars, customer engagement events, and strategic relationship-building initiatives that reinforce client differentiation strategies
- Coordinate cross-functional execution across Operations, Analytics, Strategy, Technology, Business Development, and Field Leadership teams.
- Establish clear ownership, accountability, and communication pathways across enterprise initiatives and field operations.

- Develop executive dashboards, leadership reports, progress summaries, and decision-ready briefings that provide visibility into partnership performance and organizational priorities.
- Promote communication and cooperation among teammates to create a spirit of unity within the department
- Work closely with leadership and teammates to improve work relationships, build morale, and increase productivity and retention.
- Provide day-to-day performance management guidance including coaching, mentoring, career development, and performance feedback.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge
 - Knowledge of healthcare operations, hospital partnerships, health system structures, and healthcare industry trends.
 - Knowledge of account management, customer engagement strategies, client differentiation programs, business development, and partnership governance processes
 - Knowledge of organizational change management, strategic planning, and executive-level stakeholder engagement.
- Skills
 - Strong execution leadership and program management skills within complex, multi-stakeholder environments.
 - Advanced project management, operational planning, and cross-functional coordination capabilities
 - Executive communication, presentation development, and leadership reporting skills.
 - Strategic account management, relationship management, business development, and customer engagement expertise.
 - Proficiency with CRM systems, Microsoft Office applications, reporting tools, and business analytics platforms
- Abilities
 - Ability to translate strategy into scalable execution, partner growth, and sustainable operating routines.
 - Ability to influence senior leaders and drive alignment across diverse stakeholder groups.
 - Ability to manage multiple enterprise initiatives simultaneously while maintaining a high level of quality and accountability.
 - Ability to identify risks proactively and facilitate timely resolution of complex business issues.
 - Ability to maintain confidentiality and exercise sound business judgment in sensitive situations.

REQUIRED QUALIFICATIONS

- Bachelor's degree in business administration, Healthcare Administration, Healthcare Management, Finance, Marketing, or a related field.
- Ten or more years of progressive leadership experience in healthcare operations, hospital partnerships, business development, consulting, client engagement, or strategic account management

- Five or more years of people leadership experience managing teams, programs, or enterprise initiatives.
- Demonstrated experience leading large-scale strategic initiatives across multiple stakeholder groups
- Any equivalent combination of education and experience

PREFERRED PROFESSIONAL SKILLS AND EXPERIENCE

- Master's degree in business administration, Healthcare Administration, Public Health, or a related discipline.
- Experience leading National Health System partnerships or large enterprise healthcare accounts growth.
- Experience with Voice of the Customer, customer experience programs, or client differentiation initiatives.
- Experience implementing CRM platforms, account management frameworks, and executive engagement programs.
- Experience building relationships and complex partnership contracts
- Specific certifications, licenses, or other credentials that are beyond the required qualifications, if applicable

Physical Activities

Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like.

☒ Never ☐ Occasionally ☐ Constantly

Moving self in different positions to accomplish tasks in various environments including tight and confined spaces.

☒ Never ☐ Occasionally ☐ Constantly

Remaining in a stationary position, often standing or sitting for prolonged periods.

☐ Never ☒ Occasionally ☐ Constantly

Moving about to accomplish tasks or moving from one worksite to another.

☐ Never ☒ Occasionally ☐ Constantly

Adjusting or moving objects up to 15 pounds in all directions.

☒ Never ☐ Occasionally ☐ Constantly

Communicating with others to exchange information.

☐ Never ☐ Occasionally ☒ Constantly

Repeating motions that may include the wrists, hands and/or fingers.

☐ Never ☒ Occasionally ☐ Constantly

Operating machinery and/or power tools.

☒ Never ☐ Occasionally ☐ Constantly

Operating motor vehicles or heavy equipment.

☒ Never ☐ Occasionally ☐ Constantly

Assessing the accuracy, neatness and thoroughness of the work assigned.

☐ Never ☐ Occasionally ☒ Constantly

Environmental Conditions

Low temperatures.

☐ Never ☒ Occasionally ☐ Constantly

High temperatures.

☐ Never ☒ Occasionally ☐ Constantly

Outdoor elements such as precipitation and wind.

☐ Never ☒ Occasionally ☐ Constantly

Noisy environments.

☐ Never ☒ Occasionally ☐ Constantly

Hazardous conditions.

☒ Never ☐ Occasionally ☐ Constantly

Poor ventilation.

☒ Never ☐ Occasionally ☐ Constantly

Small and/or enclosed spaces.

☐ Never ☒ Occasionally ☐ Constantly

No adverse environmental conditions expected.

☒ Never ☐ Occasionally ☐ Constantly

Physical Demands

Sedentary work that primarily involves sitting/standing.

☐ Never ☐ Occasionally ☒ Constantly

Light work that includes moving objects up to 20 pounds.

☒ Never ☐ Occasionally ☐ Constantly

Medium work that includes moving objects up to 50 pounds.

☒ Never ☐ Occasionally ☐ Constantly

Heavy work that includes moving objects up to 100 pounds or more.

☒ Never ☐ Occasionally ☐ Constantly

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my manager or a member of the Human Resources team.

I acknowledge that the job has been explained to me both verbally and in written format.

Support Teammate's Signature

Date