

# EMPLOYEE SPOTLIGHT SERIES:

**Jonathan Kijne** | Client Success Manager



## Tell us about a day in the life of a Client Success Manager at HRS.

It truly is the case that no two days are alike as a Client Success Manager at HRS. There are many ways that I and the Client Success team get to assist our partners in tackling real-world problems to make a positive impact on the health of the patients and communities they serve. Some of our key responsibilities are to make sure that our partners' staff are well-trained on the capabilities of our system, to understand the operations of each program and help them optimize efficiency and maximize utilization, and ultimately to make sure that they are moving towards achieving their goals and meeting or exceeding their intended outcomes. These responsibilities require consistently strong communication abilities, not only in speaking to our clients but especially in listening to and learning from them, and not only in communicating with all types of stakeholders at each partner organization but also in effectively collaborating with each of the various other teams at HRS.



## What is your favorite thing about working at HRS?

My favorite thing about working at HRS is that I can honestly say I appreciate every single team member across all departments. Each day I reflect on how lucky I am to work among such dependable, talented, and inspired colleagues.

## What's your favorite HRS memory?

My favorite HRS memory so far is our first Telehealth Advancement Conference. It was a joy for me to meet so many HRS clients from across the country, to learn from their formal presentations and informal conversations, to personally introduce a few speakers to the stage and to cap off the event with a fantastic after-party on the Hudson River waterfront. I think I speak for everyone at HRS when I say that I'm extremely excited to do it all again later this year!

## What can we find you doing outside of HRS?

My greatest passion is working to develop my competence in the Functional Patterns personal training methodology. FP is a training system oriented around the gait cycle, seeking to integrate a person's entire structure in relation to the fundamental human biomechanics of breathing, standing, walking, running and throwing. These movement patterns are the biological blueprint of our species and have already been codified by practitioners from around the world, and integrating this knowledge into one's own life is the path towards sustainable training and intrinsic pain-free movement later in life. I'm lucky to be able to learn from some highly-skilled practitioners here in New Jersey and assist them in training clients of all skill levels, from NCAA-champion athletes, to average Joes (like me), to kids and to clients with special needs, all as I prepare for my level-one FP certification course in June.

## What's the heartbeat of HRS?

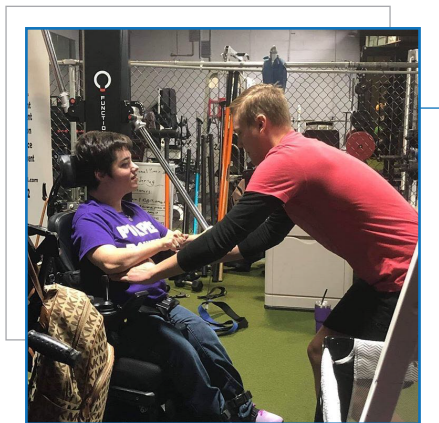
I think that the heartbeat of HRS is our clients' perspectives. We thrive off of their feedback and develop our vision for what remote patient monitoring tools can do and what HRS can be alongside each organization we have the pleasure of serving.

## What's a fun fact about you?

I'm a first-generation American and have citizenship in the USA, the Netherlands and Poland.

## What are you streaming right now?

I've decided to let my Netflix subscription expire for no good reason, so until I update my credit card information I'm staying committed to my DVR's daily "Jeopardy!" recordings along with the Functional Patterns 10 Week Online Course.



## What's your secret talent?

I've been playing golf since I was 10, and while I don't play as often these days as I did growing up my juggling tricks aren't too shabby if you give me a wedge and a ball.