

POSITION DESCRIPTION

Department: Quality Title: Quality Specialist I, II	
Date Created: 3/25/2026 Next Review Date: 3/25/2028	Reports to: Executive Director of Quality Approved by:  Shawn Ottley (Mar 30, 2026 15:53:15 PDT) (Administrative Dept. Signature)

POSITION STATUS: ☒ Hourly ☐ Salaried

POSITION SUMMARY

The Quality Department Specialist supports the organization's quality improvement, compliance, patient satisfaction and safety programs. The position involves collecting, analyzing, and reporting data related to quality metrics, ensuring regulatory compliance, and coordinating quality improvement initiatives. The specialist works closely with clinical and administrative teams to promote a culture of safety, efficiency, and high-quality patient care.

DUTIES & RESPONSIBILITIES

All Levels:

- Supporting the organization's Quality Assessment and Performance Improvement (QAPI) program
- Upholding patient safety, regulatory compliance, and data integrity
- Maintaining confidentiality of patient, staff, and organizational information
- Participating in survey readiness activities
- Using standardized quality improvement tools and methodologies
- Communicating professionally with staff, leaders, and committees
- Demonstrating behaviors consistent with Just Culture and a Culture of Safety

Quality Department Specialist I (Entry-Level)

- Collect, abstract, enter and submit quality and performance data accurately to various quality data reporting systems
- Maintain quality logs, trackers, and documentation
- Support routine audits, tracers, and reviews using established tools
- Assist with preparation of Quality Committee materials
- Maintain files and documentation for regulatory and accreditation purposes
- Track action items, deadlines, and follow up activities
- Support event reporting processes, including intake and routing
- Maintains knowledge of mandated regulatory/publicly reported data requirements as specified by federal, state, payor, accrediting and other agencies, paying special attention to all regulatory changes and updates as they occur in real time
- Develop descriptive and analytic data reports from various sources including electronic health records; educate and support leadership and clinical informatics team in utilizing various report writing and data management and validation tools
- Assists with complaints and grievances
- Engage in patient satisfaction surveying

- Active participant in inter-professional committees including but not limited to: Quality Committee, Clinical Quality Committee, Utilization Review Committee, Infection Prevention Committee, Policy Management Committee, etc.
- Support the activities and culture of ISO 9001
- Remain current on all licensure and/or certification; participates in continuing education
- Perform other related duties as assigned

Quality Department Specialist II (Mid-Level)

Meets Quality Department I responsibilities and duties, in addition to:

- Independently conduct audits, tracers, and data validation activities
- Analyze quality and performance data to identify trends and risks, report findings to Executive Team
- Facilitate department level performance improvement (PI) projects
- Support Root Cause Analyses (RCAs) and event investigations
- Independently manages all complaints and grievances
- Independently manages patient satisfaction surveying
- Draft Plans of Correction, PI documentation, and quality reports
- Provide consultation to departments on QAPI, LEAN, and Just Culture principles
- Assist with survey preparation, tracer activities, and survey follow up
- Serve as a resource to leaders and staff for regulatory and quality questions
- Active participant and documentation of minutes for inter-professional committees including but not limited to: Quality Committee, Clinical Quality Committee, Utilization Review Committee, Infection Prevention Committee, Policy Management Committee, etc.
- Facilitates HR orientation
- Assists with all FPPE/OPPE activities
- Assists with policy development, revision and implementation
- Assists with LEAN process improvement implementation and utilization across the organization
- Support the activities and culture of ISO 9001, actively use ISO 9001 concepts to guide work
- Remain current on all licensure and/or certification; participates in continuing education
- Perform other related duties as assigned

QUALIFICATIONS

All Levels:

- Associate degree or equivalent experience required
- 1–2 years of healthcare quality and/or quality experience
- Basic knowledge of healthcare quality improvement practices

Quality Department Specialist Generalist II:

- CPHQ required, CPPS and/or CPHRM preferred
- Bachelor's degree preferred
- Minimum of 3 years' quality, regulatory, or healthcare experience
- Experience with data analysis, performance improvement, or regulatory compliance preferred



Our Values

The Values at Lake Chelan Health provide fundamental guidance to all staff in creating an exemplary patient experience and a wonderful environment for staff to care for our community. The Values of Lake Chelan Health ensure we consistently meet our Mission: *To Provide the highest quality healthcare with compassion and respect to the community we serve.* The Values at Lake Chelan Health Support our just culture – one of an accountable organization, that develops strong systems, treats all staff with respect and equity, and encourages employees to take responsibility for their choices while reporting errors and system vulnerabilities. Our values guide the way we interact with our employees across all levels and disciplines – framing the way we interact with our patients.

Vision: To improve community health and make our region a better place to live.

Mission: To provide the highest quality healthcare with compassion and respect to the community we serve.

Values: Relationships, Integrity, Compassion, Respect, Excellence

Relationships

We hold relationships as a foundational value for all interactions. We seek first to understand in all relationships- patients, coworkers, and our community.

At Lake Chelan Health we will:

- Place the highest value on developing and maintain sincere relationships with those we interact with.
- Expect more from ourselves than we expect from others.
- Empower each other to carry out tasks and actions.
- Foster growth and improvement in our peers and our teams
- Include those closest to the problem when making decisions.
- Create a working environment that encourages working to the "top of one's license"
- Seek to create a working environment that we enjoy, and patients trust.

Integrity

We demonstrate strong behavioral and ethical standards. We are accountable to our patients, our peers, and our community to these high standards in all our actions.

At Lake Chelan Health we will:

- Always do the right thing for our patients and their families.
- Work to earn the trust of those we serve.
- Communicate in an open and honest manner with the highest of ethical standards.
- Trust others while seeking, allowing, and expecting open and honest feedback.

Compassion

We treat every interaction with compassion, valuing every experience and story that our patients and their families bring with them. We seek to heal the whole person.

At Lake Chelan Health we will:

- Treat each patient, family, and caregivers with kindness and caring.
- Be respectful and understanding of the needs of our diverse community.
- Treat all of those we serve with humility, equity, and understanding.
- Provide care with grace and humanity.

Respect

We place a priority on equality and inclusion on a daily basis, honoring the dignity and worth of each individual.

At Lake Chelan Health we will:

- Honor our differences, regardless of issue.
- Celebrate the accomplishments of those we work with.
- Interact with humility and understanding.
- Be open minded and appreciate the perspectives and life experiences of all.
- Acknowledge and celebrate diversity in our community and our organization.
- Encourage transparency – encourage constructive identification of problems and take concerns directly to those involved.
- Communicate expectations clearly, dealing with content not assumptions.

Excellence

We demonstrate a full commitment to providing the highest level of quality and value in all aspects of our work, including operational, clinical, governance, financial, and relational.

At Lake Chelan Health we will:

- Expect quality and excellence for ourselves and those we interact with.
- Exemplify a just culture by focusing on improving systems – and treating staff equitably.
- Report errors, systems issues and provide solutions to improve, and not blame.
- Seek opportunities for continuous improvement in all our works.
- Use education and training as the foundation for improvement.

PHYSICAL REQUIREMENTS ANALYSIS

Department: Quality

Job Title: Quality Specialist I, II

Mark all responses using the following codes:

N = Never

O = Occasionally, represents 1 to 33% or 1 to 2 hours of an 8-hour workday

F = Frequently, represents 34 to 66% or 2.5 to 5.5 hours of an 8-hour workday

C = Continuously, represents 67 to 100% or 6 to 8 hours of an 8-hour workday

N	O	F	C	PHYSICAL ACTIVITY
☐	☐	☒	☐	Walking
☐	☐	☒	☐	Sitting/Standing
☐	☒	☐	☐	Reaching: Shoulder Height
☐	☒	☐	☐	Above Shoulder Height
☐	☒	☐	☐	Below Shoulder Height
☒	☐	☐	☐	Climbing
☐	☒	☐	☐	Pulling/Pushing: 25 pounds or less
☐	☒	☐	☐	25-50 pounds
☒	☐	☐	☐	Over 50 pounds
☐	☒	☐	☐	Lifting: 25 pounds or less
☐	☒	☐	☐	25-50 pounds
☒	☐	☐	☐	Over 50 pounds
☐	☐	☒	☐	Carrying: 25 pounds or less
☐	☒	☐	☐	25-50 pounds
☒	☐	☐	☐	Over 50 pounds
☐	☒	☐	☐	Crawling/Kneeling
☐	☐	☒	☐	Bending/Stooping/Crouching
☐	☐	☒	☐	Twisting/Turning
☐	☐	☒	☐	Repetitive Movement

PHYSICAL EXPOSURE: (mark where applicable with "X")

☐ Unprotected heights

Harmful physical agents:

Lighting: ☒ Bright

☒ Heat/Cold

☐ Dim

☒ Noise

☒ Mechanical hazards

☐ Ionizing/non-ionizing radiation

☐ Hazardous substances

☒ Infectious diseases

ACCEPTABLE MINIMUM PHYSICAL ABILITY:

Vision:

☐ Good

☒ Correctable

☐ Blind

Color Vision:

☒ Normal

☐ Impaired

Hearing:

☐ Normal

☒ Moderate Loss

☐ Deaf

Manual Dexterity:

☒ Good

☐ Fair

Talking/Speech:

☒ Normal

☐ Moderate Loss

☐ Mute

DISCLAIMER STATEMENT

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified, nor do they address the performance standards that must be maintained.

EMPLOYEE:

I have read and understand the duties and responsibilities of this position. I have reviewed and agree to the contents of this position description, and I am able to perform the job functions and meet the physical requirements without restriction(s):

Employee Signature

Date

Quality Specialist I II Job Description_2026-03-25

Final Audit Report

2026-03-30

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