

POSITION DESCRIPTION

Department: Administration Title: Chief Operating & Finance Officer (COO/CFO)	
Date Created: 5/17/2026 Next Review Date: 5/17/2028	Reports to: Chief Executive Officer Approved by: <u>Aaron Edwards</u> Aaron Edwards (May 27, 2026 14:31:48 PDT) (Administrative Dept. Signature)

POSITION STATUS: ☐ Hourly ☒ Salaried

POSITION SUMMARY

The Chief Operating & Financial Officer (COO/CFO) serves as a key member of the executive leadership team and reports directly to the Chief Executive Officer. This role provides both operational and financial leadership for the organization, ensuring alignment with the mission, vision, values, and strategic priorities of Lake Chelan Health.

The COO/CFO is responsible for overseeing all operational functions and financial activities of the hospital, including quality improvement, process enhancement, regulatory compliance, risk management, strategic initiatives, financial planning, budgeting, revenue cycle, and accounting operations. This position ensures coordinated, efficient, and value-based operations while maintaining the financial health and sustainability of the organization.

DUTIES & RESPONSIBILITIES

The following duties constitute the core responsibilities of the position. However, additional tasks may be assigned as essential functions. The caregiver must possess satisfactory English language proficiency to effectively carry out these core responsibilities, with the degree of fluency required varying based on the role's nature.

Executive Leadership and Strategy

- Serves as a member of the executive leadership team and actively participates in organizational strategic planning.
- Aligns operational and financial goals with the strategic plan and ensures organization-wide implementation and tracking.
- Advises the CEO and Board of Commissioners on operational performance, financial health, and long-term sustainability.
- Serves as liaison to Finance Committee, Investment Committee, and Board of Commissioners.

Operational Oversight

- Leads and oversees all aspects of hospital and clinic operations, including quality improvement, patient safety, regulatory compliance, accreditation, and risk management.
- Ensures consistent processes, standards, and evidence-based practices across the organization.
- Collaborates with leaders, providers, staff, patients, and community stakeholders to support safe, effective, patient and family-centered care.

- Promotes process improvement initiatives using methodologies such as Lean, Six Sigma, or similar frameworks.
- Oversees project management efforts for medium to large scale initiatives.

Financial Leadership

- Provides strategic financial leadership for all financial operations including accounting, budgeting, revenue cycle, and financial reporting.
- Oversees the development and management of annual operating and capital budgets, long-range financial forecasts, and capital planning.
- Monitors financial performance and implements corrective actions as needed to meet financial targets.
- Oversees development of accounting policies, procedures, and reporting structures.
- Leads contract negotiations with insurance carriers and manages property and liability insurance programs.

Financial and Operational Integration

- Ensures alignment between operational performance and financial outcomes through data-driven decision making.
- Mentors and supports department leaders in budget development, financial accountability, and operational efficiency.
- Supports business development initiatives and evaluates financial and operational impacts of strategic opportunities.

Leadership and Culture

- Demonstrates and models leadership consistent with Lake Chelan Health's values and behavioral standards.
- Coaches and develops department leaders, promoting leadership growth, succession planning, and strong interpersonal skills.
- Supports interdisciplinary collaboration and shared governance structures.
- Fosters a culture of accountability, safety, quality, and continuous improvement.

Regulatory and Compliance

- Maintains knowledge of federal and state regulations including CMS Conditions of Participation and accreditation standards.
- Ensures development and implementation of policies and processes to maintain compliance.
- Supports organizational readiness for surveys, audits, and regulatory reviews.
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QUALIFICATIONS

- Bachelor's degree required
- Minimum of five years of hospital leadership experience with oversight of multiple departments and budgets
- Minimum of three years of recent healthcare financial management experience
- Demonstrated experience in both operational leadership and financial oversight
- Knowledge of healthcare regulatory requirements and accreditation standards
- Experience with quality and process improvement methodologies

- Strong experience in budgeting, forecasting, and financial strategy
- Project management experience leading complex initiatives

Preferred Qualifications

- Master's degree
- CPA or equivalent financial certification
- FHFMA or similar credential

KNOWLEDGE, SKILLS, AND ABILITIES

- Strong leadership, strategic thinking, and decision-making skills
- Ability to integrate operational and financial strategies effectively
- Proficiency with healthcare financial systems, electronic health records, and information systems
- Effective communication and collaboration skills across all levels of the organization
- Ability to manage competing priorities and complex situations
- Strong analytical and problem-solving abilities
- Demonstrated commitment to patient-centered care and organizational excellence

SUPERVISION

Direct reports align with the organizational chart.

KEY RELATIONSHIPS

- Reports to the Chief Executive Officer
- Works closely with the Board of Commissioners and Board committees
- Collaborates with executive leadership, department leaders, providers, staff, and external partners
- Engages with patients, families, and the community



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: **Administration**

Job Title: **COO/CFO**

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

Job Description: CFO COO v2 May 2026

Final Audit Report

2026-05-27

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