

POSITION DESCRIPTION

Department: Quality Title: Operational Informatics/Project Manager	
Date Created: 5/17/26 Next Review Date: 5/17/28	Reports to: Exec Director of Quality, Patient Safety, Risk Mgmt. Approved by:  (Administrative Dept. Signature)

POSITION STATUS: ☐ Hourly ☒ Salaried

POSITION SUMMARY

The Operational Informatics/Project Manager supports the effective and efficient use, integrity, and reliability of information systems that enable healthcare operations outside of direct clinical practice. This role focuses on system configuration, user support, data integrity, reporting, project coordination, and ongoing maintenance of non-clinical applications and informatics workflows.

This position serves as a bridge between operational departments, IT, informatics, vendors, and system users to ensure systems support efficient workflows, regulatory requirements, and organizational priorities.

DUTIES & RESPONSIBILITIES

Informatics and Systems Support

- Maintain and support non-clinical information systems including scheduling, staffing, quality, education, reporting, HR systems, and incident reporting platforms. Other non-clinical systems that are not currently in use or are adopted later may be included.
- Partner with departments to configure and maintain system settings, user access, assist with workflows, and forms
- Provide support for system implementations, upgrades, and optimization efforts through coordination, guidance, and routine maintenance
- Monitor system performance and troubleshoot routine issues

Project Management

- Support non-clinical informatics and system related projects from initiation through completion in alignment with organizational priorities
- Partner with department managers to gather requirements, define scope, and assist with documenting workflows for system enhancements or implementations
- Develop and maintain project timelines, task lists, and status updates
- Collaborate with leadership, IT, vendors, and stakeholders to schedule and sequence projects based on readiness and resource availability
- Monitor project progress, identify risks, and adjust timelines or approach to maintain quality and reduce strain
- Support testing, validation, training, and go live activities
- Serve as a central point of coordination and communication to keep stakeholders informed and aligned
- Document project decisions, changes, and outcomes

QUALIFICATIONS

Required

- Experience in operational system informatics and project coordination, including hands on system support and management of system related initiatives
- Experience supporting information systems or databases in a healthcare or other regulated environment
- Strong analytical and problem solving skills with the ability to assess needs and implement practical solutions
- Ability to clearly communicate technical information to non-technical users
- Attention to detail and commitment to data accuracy
- Proficiency with Microsoft Office applications, particularly Excel
- Commitment to ongoing professional development and continuing education in informatics and project management practices

Preferred

- Associate's degree or higher in Informatics, Health Information, Information Systems, Business, Healthcare Administration, or a related field, or equivalent experience
- Experience working with non-clinical healthcare systems such as scheduling, HR, quality, education, or incident reporting
- Experience supporting system implementations or upgrades
- Basic project management training or certification
- Experience developing reports or dashboards
- Familiarity with healthcare regulatory and compliance environments

Additional Information

- Systems thinking and analytical reasoning
- Strong project coordination and organizational skills
- Customer service focused with a collaborative approach to teamwork and relationship building
- Clear and effective written and verbal communication skills
- Process improvement mindset with a focus on efficiency and optimization
- Adaptable with a commitment to continuous learning and development
- Hybrid work environment with a flexible schedule supporting both onsite collaboration and remote work
- Ability to work extended periods at a computer and screen
- Occasional onsite support or after hours work may be required during system upgrades, implementations, or critical projects.
- Reports to the Executive Director of Quality, Patient Safety, and Risk Management
- Works closely with Operations, Quality, Human Resources, Education, Finance, Compliance, IT, vendors, and system end users.
- Contributes to the successful execution of system related projects
- Supports reliable non clinical data and reporting

- Promotes efficient healthcare operations and reduced system inefficiencies
- Advances continuous improvement efforts and regulatory compliance



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: Operational Informatics/Project Manager

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: Operations Informatics & Project Manager May 2026

Final Audit Report

2026-05-28

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