

CLINICAL INFORMATICS SPECIALIST I, II, III POSITION DESCRIPTION

Department: QUALITY	
Title: CLINICAL INFORMATICS SPECIALIST I, II, III	
Date Created: 7/11/2026 Next Review Date: 7/11/2028	Reports to: Executive Director of Quality, Pt Safety, Risk Management Approved by:  Louise Sahlinger (Administrative Dept. Signature)

POSITION STATUS: ☒ Hourly (I & II) ☒ Salaried (III)

POSITION SUMMARY

The Clinical Informatics Specialist serves as the bridge between clinical operations, technology, quality, patient safety, and regulatory compliance to optimize the use of healthcare information systems and support high-quality patient care. Across all levels, the role partners with clinical, operational, and information technology teams to improve workflows, enhance user adoption of electronic health record (EHR) systems, support clinical transformation initiatives, and promote effective use of healthcare technology.

The Clinical Informatics Specialist I is an entry-level informatics professional for clinically licensed staff (MA, EMT, or CNA) who provide frontline support for clinical information systems, end-user training, workflow optimization, and application testing. This role serves as a super-user and assists with technology implementations, issue resolution, and continuous process improvement activities.

The Clinical Informatics Specialist II is an experienced registered nurse who functions as an advanced informatics practitioner and is formally designated as the organizational Privacy Officer. In addition to leading clinical workflow improvement, system optimization, education, and project implementation efforts, this role is responsible for privacy program oversight, HIPAA compliance, privacy investigations, risk assessments, policy development, staff education, and regulatory reporting.

The Clinical Informatics Specialist III is an advanced clinical informatics professional responsible for the design, optimization, implementation, maintenance, and evaluation of clinical information systems that support patient care, operational effectiveness, quality outcomes, and regulatory compliance. This position serves as a highly experienced clinical and informatics subject matter expert, leveraging extensive nursing and informatics experience to improve clinical workflows, enhance end-user adoption, and promote effective utilization of electronic health records (EHRs) and other healthcare technologies.

The Clinical Informatics Specialist III partners closely with clinical, operational, quality, patient safety, compliance, and information technology teams to identify opportunities for workflow improvement, documentation standardization, system optimization, and technology-enabled practice transformation. The role leads complex informatics initiatives, serves as a resource for Clinical Informatics Specialists I and II, and contributes to departmental planning, governance activities, and organizational technology decisions.

This position requires significant experience as a practicing Registered Nurse and a demonstrated record of progressively responsible clinical informatics experience.

DUTIES & RESPONSIBILITIES

Positions within the Clinical Informatics Specialist career ladder are progressive in nature. Each successive level is expected to demonstrate the knowledge, skills, competencies, and responsibilities of the preceding level(s) in addition to the duties specific to their assigned level. Clinical Informatics Specialist II incumbents are responsible for performing the functions of Clinical Informatics Specialist I while assuming advanced informatics and privacy leadership responsibilities. Clinical Informatics Specialist III incumbents are responsible for performing the functions of Clinical Informatics Specialists I and II while providing programmatic oversight, staff supervision, strategic leadership, and organizational accountability for clinical informatics, privacy, quality, and patient safety initiatives. As employees advance through the career ladder, expectations increase in scope, complexity, autonomy, leadership, and accountability.

Clinical Informatics Specialist I

Essential Duties and Responsibilities

- Provide first-level support for clinical information systems and workflows.
- Assist with implementation, maintenance, and optimization of EHR applications.
- Support training initiatives for clinical staff.
- Troubleshoot user issues and escalate complex concerns appropriately.
- Participate in system testing, upgrades, and validation activities.
- Assist with developing workflow documentation and training materials.
- Monitor system utilization and identify opportunities for process improvement.
- Serve as a clinical application super-user.
- Support data integrity and documentation compliance initiatives.
- Participate in committees, projects, and workgroups related to clinical informatics.
- Other duties as assigned.

Competencies

- Knowledge of clinical workflows
- Customer service orientation
- Problem-solving skills
- Communication and training abilities
- Time management
- Technical aptitude
- Team collaboration

Reporting Relationship

Reports to Executive Director of Quality, Patient Safety, Risk Management (formally) and Clinical Informatics Specialist II and III (informally)

Clinical Informatics Specialist II

(RN & Privacy Officer)

Clinical Informatics Functions

- Lead workflow assessment and process improvement initiatives.
- Partner with operational leaders to optimize EHR utilization.
- Coordinate system implementation projects and upgrades.

- Develop training programs and educational resources.
- Analyze clinical workflows and recommend evidence-based solutions.
- Participate in governance committees and interdisciplinary teams.
- Serve as a subject matter expert for clinical applications.
- Facilitate change management activities during technology deployments.
- Support quality, safety, regulatory, and accreditation initiatives.
- Participate in audits, readiness activities, and corrective action plans related to clinical systems.
- Deliver EHR training to newly hired personnel, as appropriate.
- Stay current with healthcare technology trends, clinical practice standards, and informatics best practices.
- May manage additional support staff.
- Other duties as assigned.

Privacy Officer Functions

- Serve as the organization's designated Privacy Officer.
- Develop and maintain privacy policies, procedures, and education programs.
- Conduct and document investigations of suspected privacy breaches and inappropriate access.
- Provide investigation findings/summaries to the Compliance Officer and/or Administration; assist with determining level and severity of infraction based on the LCH Sanctions Policy.
- Coordinate and complete breach notification processes as required by law.
- Monitor compliance with HIPAA and applicable privacy regulations.
- Conduct privacy audits and risk assessments.
- Respond to privacy-related concerns and complaints.
- Collaborate with compliance, legal, risk management, and security teams.
- Maintain privacy metrics and regulatory reporting.
- Provide program reports to the Quality Committee; Compliance, Privacy, & Risk Committee; and Board of Commissioners at least once per quarter and on an ongoing basis as needs arise.
- Conduct and support employee privacy training and awareness programs.
- May manage additional support staff.
- Other duties as assigned.

Competencies

- Advanced clinical workflow knowledge
- Regulatory compliance expertise
- Privacy and HIPAA knowledge
- Data analysis
- Project management
- Process improvement
- Strong written and verbal communication
- Change management skills

Reporting Relationship

Reports to the Executive Director of Quality, Patient Safety, Risk Management (formally) and Clinical Informatics Specialist III (informally)

Clinical Informatics Specialist III

Clinical Informatics Practice

- Serve as an advanced, experienced clinical informatics resource for clinicians, leadership, and information technology teams.
- Analyze, design, implement, and optimize clinical workflows within the EHR and other clinical information systems.
- Partner with operational departments to improve documentation efficiency, regulatory compliance, and end user satisfaction.
- Evaluate system functionality and make recommendations for enhancements that improve clinical effectiveness, patient outcomes, and efficiency.
- Lead complex workflow assessments and process improvement initiatives.
- Identify opportunities to reduce variation and promote best practice standardization across clinical services.
- Collaborate with IT teams to troubleshoot and resolve advanced clinical application issues.
- Plan and participate in system upgrades, testing, validation, integration, and deployment activities.
- Communicate timely, relevant updates on system upgrades, integrations, and deployments to appropriate stakeholders.
- Develop and maintain clinical documentation standards, workflows, and supporting materials.
- Provide advanced support for clinical applications and end users.

Education and Change Management

- Develop and deliver training programs related to clinical systems and workflow changes.
- Serve as a mentor and resource to Clinical Informatics Specialists I and II.
- Facilitate provider and staff adoption of system enhancements and technology solutions.
- Assist departments in preparing for system implementations and operational changes.
- Support super-user development programs and ongoing competency activities.
- Lead EHR training to newly hired personnel, as appropriate.

Quality, Patient Safety, and Compliance

- Collaborate with Quality, Patient Safety, Risk Management, Compliance, and Privacy teams to support organizational initiatives.
- Evaluate technology-related patient safety concerns and recommend workflow or system improvements.
- Support regulatory, accreditation, and documentation compliance requirements.
- Plan and participate in audits, readiness activities, and corrective action plans related to clinical systems.
- Promote data integrity, standardization, and accurate clinical documentation practices.

Project and Program Responsibilities

- Lead moderately complex to complex clinical informatics projects and initiatives.
- Coordinate multidisciplinary teams to support project objectives and organizational priorities.
- Monitor project outcomes and identify opportunities for continued optimization.
- Participate in governance committees and workgroups related to clinical technology and documentation standards.
- Support departmental goal setting, operational planning, and performance improvement efforts.

Leadership and Professional Practice

- Serve as a senior-level resource and subject matter expert within the Clinical Informatics department.
- Provide guidance and mentoring to less experienced informatics staff.
- May participate in hiring, onboarding, training, and competency development activities as requested.
- Contribute expertise to organizational technology planning and prioritization efforts.
- Stay current with healthcare technology trends, clinical practice standards, and informatics best practices.

Knowledge, Skills, and Abilities

- Advanced knowledge of clinical workflows and nursing practice.
- Advanced knowledge of electronic health record systems and clinical applications.
- Strong understanding of healthcare regulations, documentation requirements, and patient safety principles.
- Ability to analyze workflows and develop practical technology-based solutions.
- Experience conducting application testing and validation activities.
- Strong project management and organizational skills.
- Excellent communication, presentation, and training abilities.
- Ability to work independently while managing multiple priorities.
- Strong collaboration and problem-solving skills.
- Proficiency with data analysis, reporting, and performance improvement methodologies.
- Other duties as assigned.

Scope and Complexity

The Clinical Informatics Specialist III functions as an advanced individual contributor whose expertise is primarily distinguished by extensive nursing experience, significant clinical informatics experience, and responsibility for complex projects, workflow optimization, and cross-functional collaboration. While the position may provide guidance, mentoring, and technical direction to Clinical Informatics Specialists I and II, its primary emphasis is on advanced clinical informatics practice, system optimization, and organizational support rather than direct personnel management.

Reporting Relationship

Reports to the Executive Director of Quality, Patient Safety, and Risk Management.

QUALIFICATIONS

Clinical Informatics Specialist I

Minimum Qualifications

- High school diploma or equivalent required
- Current certification or licensure as one of the following:
 - Medical Assistant (MA)
 - Emergency Medical Technician (EMT)
 - Certified Nursing Assistant (CNA)
- Minimum three (3) years of healthcare experience working as an MA, EMT, or CNA.
- Experience using electronic health records (EHRs)

- Basic computer proficiency

Preferred Qualifications

- Associate degree in healthcare-related field
- EHR super-user experience
- Experience providing staff education or workflow support

Clinical Informatics Specialist II

Minimum Qualifications

- Current Registered Nurse (RN) license in applicable state
- Bachelor's degree in Nursing or other healthcare-related field
- Minimum five (5) years of clinical experience
- Minimum two (2) years of experience with EHR systems, clinical applications, quality improvement, or informatics
- Knowledge of healthcare privacy regulations and HIPAA requirements

Preferred Qualifications

- Informatics nursing certification (RN-BC)
- Privacy certification (CHPC, CHPS, or equivalent)
- Experience conducting privacy investigations
- Project management experience

Clinical Informatics Specialist III

Minimum Qualifications

- Current Registered Nurse (RN) license in applicable state
- Bachelor's degree in Nursing, Health Informatics, or related field
- Minimum seven (7) years of clinical experience
- Minimum three (3) years of progressive informatics experience
- Supervisory or leadership experience

Preferred Qualifications

- Master's degree in Nursing Informatics, Healthcare Administration, Business Administration, or related field
- ANCC Informatics Nursing Certification (RN-BC)
- Privacy, compliance, or project management certification
- Experience leading enterprise EHR initiatives



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: Clinical Informatics Specialist I, II, III

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

Clinical Informatics Specialist I, II, III Job Description_2026-07

Final Audit Report

2026-07-20

Created:	2026-07-20
By:	Louise Sahlinger (lsahlinger@lcch.net)
Status:	Signed
Transaction ID:	CBJCHBCAABAAKdqu0qP2TLZDS-MVqX_OPTX79HofRZnP

"Clinical Informatics Specialist I, II, III Job Description_2026-07" History

-  Document created by Louise Sahlinger (lsahlinger@lcch.net)
2026-07-20 - 4:15:02 PM GMT
-  Document emailed to Louise Sahlinger (lsahlinger@lcch.net) for signature
2026-07-20 - 4:15:09 PM GMT
-  Email viewed by Louise Sahlinger (lsahlinger@lcch.net)
2026-07-20 - 4:15:26 PM GMT
-  Document e-signed by Louise Sahlinger (lsahlinger@lcch.net)
Signature Date: 2026-07-20 - 4:15:45 PM GMT - Time Source: server - Signature Appearance Selected: IMAGE
-  Agreement completed.
2026-07-20 - 4:15:45 PM GMT