



Director, Quality & Risk

Leadership Profile

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The Opportunity

Samaritan Healthcare seeks a dynamic, distinguished executive to serve as its next Director, Quality & Risk. This is a unique opportunity to build and lead an innovative Quality and Risk program at a growing and integrated healthcare delivery system which includes Samaritan Hospital and Samaritan Clinics.

Under the overall direction of the Chief of Patient Care Services, this position is responsible for planning, developing, coordinating, facilitating, and implementing organizational-wide quality improvement and risk management (QI/RM) activities at the Samaritan Hospital and the Samaritan Clinic. Particular focus will be on training, educating, and empowering of medical staff, leadership, and employees to incorporate the principles of quality and process improvement, reduction of waste, and risk management into their everyday work.

The Director of Quality also provides leadership in Samaritan's pursuit of service and operational excellence. As a key member of management, this individual will play a critical role in creating and enhancing the "patient, employee, physician, and student experience" at Samaritan. The Director will champion initiatives that foster a culture of continuous improvement, ensuring that Samaritan Healthcare remains at the forefront of quality care and innovative risk management strategies.

This role demands exceptional leadership capabilities, with a focus on cultivating a high-trust culture that empowers employees as individual contributors while fostering a strong and collaborative team environment. The ideal candidate will bring a strategic mindset, a passion for healthcare excellence, attention to detail, and the ability to inspire others toward a shared vision of continuous improvement, innovation, and safe, efficient, and patient-centered care.

Organization Overview

Located in Moses Lake, WA, approximately one and a half hours west of Spokane, Samaritan Healthcare is a 50-bed acute care hospital owned and operated by Grant County Public Hospital District No. 1 and licensed by the state of Washington. The hospital is governed by a five-member elected Board of Commissioners. Since 1947, the hospital has provided quality health care to the residents and visitors of Grant County.

Samaritan Healthcare is an integrated delivery system which includes Samaritan Hospital and Samaritan Clinics. Services at Samaritan Healthcare include 24-hour physician staffed emergency department (Trauma III designated), mother baby unit, general medical/surgical services including specialty care in orthopedic, ENT, infusion therapy, ophthalmology and podiatry, advanced care unit, women's imaging center, pain management, pediatrics, behavioral health, urology, gastroenterology, physical therapy, laboratory and imaging services including CT Scanning, MRI, mammography, ultrasound, and cardio-pulmonary/rehabilitation services.

The hospital provides a complement of more than 800 dedicated professionals who offer a friendly, family-like environment to patients and their families. All professionals, with the exception of managers/supervisors and confidential professionals, are covered under a labor agreement. These professionals are represented by the United Food and Commercial Workers International Union (UFCW) and the Office & Professional Employees International Union (OPEIU).

Samaritan Healthcare has had consistently strong operating results and financial performance, and is in the process of building a new hospital campus.

History

Grant County Public Hospital District No. 1 was formed in 1947 with an initial service area that included the communities of Moses Lake, Warden, and Marlin. In February 1949, more than 100 volunteers went door-to-door

seeking donations for a hospital to serve the area's healthcare needs. In an overwhelming show of support, more than 1,500 families gave a total of \$27,000, and Samaritan Hospital opened nine months later. The first hospital was located in a converted barracks building where the Moses Lake Public Library now stands.

In 1952, the hospital board of commissioners agreed to construct a new hospital on Samaritan's current site. With funds from a bond levy and a matching federal grant, the hospital opened in May 1955 with an increase to fifty beds.

The hospital expanded in 1980 and 1992, and a major expansion and modernization project was completed in 2002. The project added 60,000 square feet of new space and modernized another 60,000 square feet of existing space. Those improvements featured private rooms, a completely new Advanced Care Unit, the new Leiv Kvamme Mother and Baby Center, a new cafeteria and lobby, and expanded patient and family waiting areas. Three years later, a new surgery suite dedicated to caesarian section procedures was added to the Mother and Baby Center.

Current Awards

- 2024 Theresa Sullivan, CEO named National Community Star from the National Organization of the State Offices of Rural Health (NOSORH)
- In 2023, Samaritan Healthcare was rated a CMS 5-star accredited hospital and is a founding member of the Grand Columbia Health Alliance.
- 2023 Becker's Top 153 Community Hospitals
- Chartis Performance Leadership Award for Quality Outcomes
- Department of Health Rural Health Heroes: Samaritan Sepsis Team, Outstanding Rural Health CEO – Theresa Sullivan
- Washington State Hospital Association Joe Hopkins Award – Theresa Sullivan, CEO
- Malcom Baldrige Foundation Leadership Excellence Award for Healthcare – Theresa Sullivan, CEO

Mission Statement

All of us, for each of you, every time.

Vision

Together, serving as the trusted regional healthcare partner.

Values

- Listen
- Love
- Respect
- Excel
- Innovate

Expansions in Service Areas

More recent examples of Samaritan continuing to serve their area are the ongoing expansions of our specialty service areas to include orthopaedics and sports medicine, podiatry, OB/GYN, gastroenterology, urology, pediatrics (including pediatric psychiatry and pediatric endocrinology), adult and internal medicine, pain management, and behavioral health, plus increasing our family medicine providers. We also earned a full Trauma

Service Level III designation by the Washington State Department of Health (WSDH), which included, in part, a certified and improved Emergency Department to serve the communities of the inland Northwest.

In 2019, the ACU was renamed to “ICU” to better explain its role. Samaritan Healthcare is licensed for 12 ICU beds with the WSDH and WSDH uses “ICU” to describe the level of care that we are already providing to Samaritan patients who need intensive care, intermediate, medical surgical/telemetry, and medical surgical overflow.

The same year, Samaritan purchased a state-of-the-art MRI machine with the help of donors through our foundation. The new MRI was installed at the hospital’s main campus, which allows expanded service hours in a convenient location.

Also in 2019, Samaritan became a founding member, along with five locally owned healthcare organizations, in the newly established healthcare partnership—Grand Columbia Health Alliance (Alliance). The Alliance allows each organization to collaborate and share resources and technology—providing patients with the convenience of state-of-the-art, local healthcare without needing to travel to large cities.

In November 2023, the organization celebrated the launch of the DaVinci Robotics program, led by the General Surgery and OBGYN surgical teams. In its first year of operation, Samaritan surgeons facilitated over 400 minimally invasive procedures advancing surgical care options to patients of the region.

In 2024, Samaritan Healthcare achieved DNV re-Accreditation as well as DNV Accreditation for their Total Hip & Knee Joint Replacement Program.

The Future of Samaritan

A new hospital is set to open in 2026—a culmination of our planning, research, data, and community input over the last three-plus years. A replacement campus is necessary to meet community demand for comprehensive, state-of-the-art healthcare and to best serve District residents for decades to come.

From 1947 to today, Samaritan Healthcare continues to take bold steps toward the future of medicine in our community. We believe local patients shouldn’t have to travel for the healthcare they deserve and, above all, that healthcare should be affordable and accessible by all. And we believe the best is yet to come.



Position Summary

Reporting Relationships

Reporting to the Chief of Patient Care Services, the Quality and Risk team includes:

- Three (3) Data Analysts
- Risk Management Coordinator
- Patient Safety Coordinator
- Infection Preventionist

Responsibilities

The successful Director, Quality & Risk candidate will play a vital role in ensuring patient safety, regulatory compliance, and continuous improvement in healthcare delivery at Samaritan. The Director will lead initiatives to enhance patient care, reduce medical errors, and improve clinical outcomes. Identifying potential risks to patients and staff, implementing strategies to mitigate them, and ensuring safety protocols are in place will be a key function of this opportunity. The Director will also develop programs to educate medical staff and employees on best practices in quality assurance and risk prevention.

Working to improve overall patient satisfaction, the Director of Quality will streamline processes and foster a culture of excellence. This leader will monitor quality metrics, analyze trends, and partner with hospital leadership to drive informed decision-making.

Additional competencies and responsibilities include:

Strong Leadership

- Relationship Oriented - Developing and fostering relationships through respect, open communication, trust, and partnership. Purposeful and systematic rounding with timely follow-up and follow-through will be essential.
- Elevating Gratefulness – Demonstrate appreciation for patients, families, employees, community, physicians, & partners by doing thank you notes to employees, utilizing the peer-to-peer Recognition Program(s) and the DAISY Award.
- Passion for Quality and Safety – Demonstrate a commitment to high reliability concepts and integrate these components into workflows, structures, and performance improvement initiatives.

Strategy and Growth

- Champion the vision – Serve as an active participant in the strategic planning process. Inspire alignment and development of operational practices to achieve business goals.
- Departmental Goals – Set and monitor department goals, conduct monthly accountability meetings, and track areas for improvement in a manner that demonstrates consistency and accountability.

Operations

- Direct day-to-day Operations – Oversee all daily operations for Quality, Risk and Safety. Utilize daily huddles, performance improvement methodologies, and strategic risk mitigation to optimize patient care and advance quality initiatives.
- Project and Process Management – Ensure efficiency, compliance, and continuous improvement through risk management projects, identifying and tracking KPIs and utilizing LEAN methodologies.

Human Resources

- Develop and foster an employer-of-choice culture—Attract, develop, and retain talent through excellent employee engagement, recognition programs, and a coaching mentality. Peer interviewing, effective onboarding, discipline, accountability, and excellent communication will be essential.
- Employee safety and security – Promote a commitment to creating and maintaining a safe work environment by mitigating risk and ensuring compliance with all legal and regulatory requirements.

Finance

- Department Finance – Oversee all department finances, including budgeting (annual and ongoing), financial optimization, and benchmarking (Samaritan and industry).
- Reporting—Manage audit goals, resource management and fiscal stewardship, maximization of productivity and cost containment, revenue-generating opportunities, and monthly operational reviews.

Performance Improvement, Safety, and Service

- Inspire a culture of patient safety and performance improvement – Engage staff in a commitment to regulatory compliance (DNV, DOH, Stark, etc), best practices, and outcome improvement through data analysis.
- Change Management – Serve as a change agent to standardize improvement methodologies (e.g., PDSA, Lean/A3, etc.), Project Management Systems, and employee and patient surveying tools, while cultivating organization-wide improvement efforts/projects by leveraging stakeholder engagement/employee-driven team structures.

Technical/Professional Knowledge

- Achieve and maintain a level of knowledge/competence in areas of responsibility to effectively and safely perform all of their duties and responsibilities, keeping abreast of current trends and development.

Goals and Objectives

The following goals and objectives have been identified as priorities for this position:

- Establish oneself as a visible, relational, and proactive leader who will actively partner with others to support the overall success of the organization.
- Serve as a mentor and coach for the Quality and Risk team. Establish an open, approachable presence and clear lines of communication throughout the organization.
- Ensure Samaritan's compliance with all laws, rules, and regulations, including the standards of the Department of Health, Centers for Medicare & Medicaid (CMS), and other agencies.
- Create a culture of reporting at Samaritan to obtain data, identify issues, and improve results. Implement safety protocols and training programs to minimize errors and improve clinical outcomes.
- Lead efforts to create the structure and focus necessary to achieve a CMS 5-Star Quality Rating.
- Support the data team in efforts to produce regular and reliable metrics that can be used to drive strategies to enhance workflow, reduce waste, and improve resource utilization.
- Build trusting, collaborative relationships with staff, peers, department leaders, other disciplines and ancillary services, physicians, vendors, nursing, and other educational programs.
- Work closely with the senior leadership team to advance a culture of transparency and accountability that will further enhance quality and patient safety.

Candidate Qualifications

Education/Certification

- Bachelor's degree in Quality Management, Quality Assurance, Nursing, or related field or equivalent experience. Master's degree in related field preferred.
- If a Registered Nurse; Current Washington State RN License.
- Certified Professional in Healthcare Quality (CPHQ) and Certified Professional in Healthcare Risk Management (CPHRM) preferred.

Knowledge and Work Experience

- Seven (7) years of healthcare experience.
- Five (5) or more years' experience, developing, monitoring, facilitating and/or presenting QI/Risk programs.
- Three (3) years of leadership experience in a healthcare setting.

Leadership Skills and Competencies

- Extensive experience in curriculum development, instructional design, and program management, preferably in a healthcare or medical education setting.
- Knowledge of healthcare regulations, accreditation standards, and industry best practices.
- Strong leadership skills with the ability to motivate and manage a diverse team of instructional professionals.
- Excellent communication and interpersonal skills for collaborating with stakeholders and fostering partnerships.
- Proficiency in QI/Risk technologies, QI/Risk systems, and multimedia tools.
- Demonstrated ability to assess QI/Risk outcomes and implement quality improvement initiatives. LEAN experience a plus.
- Grant writing and fundraising experience is desirable.
- Certification in QI/Risk philosophies (LEAN/Six Sigma) is an advantage.



The Community

Moses Lake, Washington

Moses Lake is one of the fastest growing communities in the state of Washington. A gorgeous view of Mt. Rainier, the quality of life with low crime, excellent education, beautiful lakes, sand dunes and easy accessibility to the larger urban cities within two hours, are all key drawing points. The cost of living allows one to live in luxury with large amounts of property at a rate much lower than the rest of the country can offer.



The community of Moses Lake is centrally located in the heart of Central Washington, an hour and a half from Spokane and two and a half hours from Seattle. Moses Lake, on which the town is situated, is made up of three main arms, which are over 18 miles long and up to one mile wide. It is one of the largest freshwater lakes in Washington, with over 120 miles of shoreline and covering 6,500 acres. With water recreation being one of the main attractions, fishing, waterskiing, canoeing, and kayaking are some of the popular activities available without leaving the city limits. Moses Lake is home to Washington's premier outdoor aquatic center, Surf 'n Slide Water Park, which offers many activities for swimmers of all ages and abilities. Other recreational activities in the area include biking, hiking, hunting, and snow skiing.



Central Washington has a moderate, yet arid, four-season climate with average minimum December temperatures of 23 degrees, average summer maximum of 87 degrees, and 300 plus days of sunshine making for comfortable living. This rural environment provides friendliness and security, yet the urban amenities of Seattle or Spokane are within easy driving distance. It is a pleasant living area with a great variety of scenery and recreational opportunities.

Moses Lake is also home to Big Bend

Community College that has 2,068 full time students enrolled, with programs such as aviation, business, nursing, and STEM. For more information on the college, visit www.bigbend.edu.

For more information on the community and area, visit www.moseslake.com; www.visitspokane.com



Procedure for Candidacy

All applications, nominations, and inquiries are invited. Applications should include, as separate documents, a CV or resume and a letter of interest addressing the themes in this profile.

WittKieffer is assisting Samaritan Healthcare in this search, which will remain open until an appointment is made.

Please direct all applications, nominations, and inquiries to the WittKieffer consultants assisting Samaritan Healthcare with this recruitment, preferably via e-mail, to courtneym@wittkieffer.com.

The salary range for the role is anticipated to be between \$137,000 - \$180,000. The final hiring salary is commensurate with experience.

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Samaritan Healthcare values diversity and is committed to equal opportunity for all persons regardless of age, color, disability, ethnicity, marital status, national origin, race, religion, sex, sexual orientation, veteran status or any other status protected by law.

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