



Residency Clinic Director

Leadership Profile

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WittKieffer

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The Opportunity

Samaritan Healthcare seeks a dynamic, distinguished executive to serve as its inaugural Residency Clinic Director. This is a unique opportunity at one of the most respected healthcare institutions in the U.S. to establish and build a residency program from the ground up.

Samaritan Healthcare envisions welcoming their first residents in 2029. In the preceding years, the Residency Clinic Director will lead building up the structure to support the program. Once up and running, the Residency Clinic Director will be responsible for the day-to-day operations and administration of the Accreditation Council for Graduate Medical Education (ACGME) residency training program and provide collaborative management to ensure continued program accreditation. The Residency Clinic Director assists the Program Director(s) in developing and maintaining the educational quality of the training program. This position is accountable for establishing systems and processes to ensure their Graduate Medical Education (GME) training program maintains continued national accreditation and compliance with institutional, local, state, and federal regulatory standards.

The Residency Clinic Director provides leadership in implementing all aspects of the multifaceted ACGME requirements for their program. This position develops and implements effective strategies for resident recruitment and collaborates with department leadership to ensure that the educational goals of the residency program are met. This position directly oversees the residents' daily schedules and serves as the primary liaison between the department leadership, Program Director, chief residents, residents, program faculty, GME office, and affiliated teaching sites concerning residency program matters. They should be knowledgeable about educational and operational activities at the various training sites in which their residents rotate.

SAMARITAN CORE VALUES & BEHAVIORIAL STANDARDS:

Listen: – I will demonstrate active listening by:

- Seeking to understand
- Assuming positive intent
- Asking clarifying questions
- Listening to understand
- Ensuring/validating what you hear/understand by summarizing the speaker's comments
- Displaying open body language
- Making eye contact
- Being aware of other people's body language
- Identifying and responding in the language spoken

Love: – I will demonstrate love by:

- Putting others above self
- Treating others with kindness and the integrity of a family member with the heart of a servant
- Assuming positive intent
- Exhibiting patience
- Treating others like they would like to be treated without judgement
- Celebrating the success of others
- Supporting others in struggles and challenges
- Being honest
- Encouraging and uplifting others
- Clarifying misunderstandings and resolving conflict in a manner that does not intimidate or demean others
- Forgiving even when it is not easy

- Developing and nurturing relationships

Respect: – I will demonstrate respect by:

- Practicing acceptance
- Speaking openly and honestly with each other (transparency)
- Practicing the 3 Cs: Caring/Committing/Collaborating
- Refraining from the 3 Bs: Bickering/Backstabbing/Blaming
- Being committed to finding solutions rather than complaining about or blaming others
- Speaking kindly to and about others
- Taking the high road
- Striving for consensus
- Protecting the integrity of Samaritan Healthcare
- Valuing each person

Excel: – I will demonstrate excellence by:

- Consistently providing high-quality care within a safe environment
- Working together to create/ensure a safe environment as it relates to harms
- Working to constantly advance safety by identifying safety concerns and remedying them with best practices
- Understanding that I am the patient experience, I am Samaritan
- Giving more than is expected
- Taking pride in personal appearance and viewing my appearance through the eyes of the patients and others
- Being a good financial steward and using resources wisely
- Offering to pitch in and help where needed
- Looking for opportunities to engage providers, staff and community
- Demonstrating commitment to community
- Being engaged in supporting organization campus and services as a whole
- Viewing mistakes as opportunities for improvement
- Being open to feedback

Innovate: – I will demonstrate innovation by:

- Supporting and fostering continuous improvement
- Embracing and promoting change
- Utilizing technology to promote patient experience and daily operations
- Incorporating best practices by staying current in my industry and profession
- Participating in planning to meet community and regional needs
- Fostering an environment of creativity and openness to new ideas
- Embracing technology to continually improve services and patient experience
- Always striving to advance
- Viewing mistakes as opportunities to learn
- Identifying opportunities and willing to take risks but not recklessly
- Contributing innovative ways of doing things

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 cesarean 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 their 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. They 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 their 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 the need 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 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. They 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 they believe the best is yet to come.



Position Summary

Reporting Relationships

Reporting to the Chief of Ambulatory Services, direct reports include Residency Program Support positions.

Responsibilities

The successful Residency Clinic Director candidate will:

Program Operations

- Meet regularly with the Program Director concerning training program and office management issues, activities, and the status of projects.
- Identify and evaluate the methods for improving workflow and cost effectiveness, and make recommendations to the Program Director for improvement.
- Maintain multiple databases with resident and faculty data, including the resident management system. Responsible for regular auditing of data to ensure accuracy.
- Act on behalf of the Program Director to keep residents, faculty, and staff up to date on matters of policy and processes for the residency program.
- Provide training and support to all program staff for use of the GME Residency Management System.
- Manage and coordinate departmental annual events, including recruitment, orientation, graduation, faculty retreats, as well as various meetings and program-related events.
- Manage program operations and educational activities and proactively use resources to create instruments, facilitate focus groups, and conduct interviews to enhance the program.
- Work with the Program Director and GME Office to ensure accuracy of the monthly budget.
- Responsible for recurring purchase orders for the residency program, processing all check requests, and paying bills associated with the program's activities.
- Act as a liaison between program and rotation sites, other participating programs, and hospital administration when necessary.
- Establish relationships and act as a liaison to hospitals, internal departments, and divisions regarding resident recruitment, orientation, affiliation agreements, and external rotations.
- Manage and update the content of the program's website. Creates and maintains external program advertising/media through websites, brochures, postcards, publications, and program handbook.
- Serve as the first point of contact for residency applicants, answering emails and phone calls rapidly with a high degree of professionalism.
- Maintain ERAS (Electronic Residency Application System) and Thalamus and oversee its processes during the Residency recruitment season.
- Manage and facilitate interview sessions, including the assignment of faculty members and preparation for all interview days.
- Perform all Match responsibilities and correspond with newly matched residents about requirements and the process for appointment to the residency. Assist with quota review, rank list entry, and certification in NRMP (National Residency Matching Program).
- Organize meetings and oversee the preparation and distribution of materials for conferences and lectures, and coordinate with outside lecturers for weekly Didactics sessions.
- Ensure processing of all new resident/fellow hires, status changes, terminations, and transfers, coordinating and collaborating with the GME Office.

Accreditation and Compliance

- Communicate and facilitate residency training program system policies and practices.

- Interpret and apply various accrediting agency requirements to support compliance, including but not limited to the Accreditation Council for Graduate Medical Education (ACGME).
- Maintain knowledge of regulations, policies, and procedures set forth by Association of American Medical Colleges (AAMC), United States Medical Licensing Examination (USMLE), Electronic Residency Application Service (ERAS), National Resident Matching Program (NRMP), Educational Commission for Foreign Medical Graduates (ECFMG), and others as pertains to individual programs.
- Oversee residents' duty hours and operative/case experience via regular review of data reports. Ensure any issues are appropriately resolved.
- Track, report, and ensure compliance with procedures regarding licensing, moonlighting, annual contracts, and initial and "re-credentialing" of trainees.
- Assist in the preparation and participate in the ACGME self-study, focused and full accreditation site visits, and other internal or special reviews.
- Complete the ACGME annual update during the specified time frame.
- Manage and facilitate the biannual activities of the Clinical Competency Committee and the annual meeting of the Program Evaluation Committee. Ensures appropriate documentation and communication of meeting outcomes.
- Manage the evaluative processes of the trainees, program, faculty, and rotations, including monitoring compliance rates.
- Manage the mandatory annual program review process.
- Provide administrative supervision and guidance to residents regarding administrative issues, due dates, and deadlines.

Resident and Fellowship Scheduling

- Create and implement an annual resident rotation schedule in compliance with all educational experience requirements mandated by the ACGME, including the appropriate assignment and arrangement of faculty preceptorship.
- Responsible for assignment of all specialty and subspecialty rotations, including administration of arrangements and requirements necessary for outside rotations.
- Collaborate with the Program Director, residents, and the Clinic Manager to develop and finalize monthly clinic schedules.
- Oversee distribution of schedule to internal and external stakeholders.
- Manage the development of the curriculum and details of rotations.
- Manage records of resident leave (vacation, sick, etc.) and monitor mandated resident conference and didactic attendance.
- Develop rotation schedules and assignments in accordance with the accrediting body and programmatic requirements.

Resident and Fellowship Evaluations

- Collaborate with the Program Director in development of program evaluations that measure resident/fellow performance, faculty performance, educational content rotations, and the program as well as outside evaluators, including nurses, patients/patient families, staff, technicians, etc.
- Develop and oversee feedback process to division directors regarding rotation evaluations; analyze evaluation data and develop recommendations for curricular and service changes as needed with the Program Director and DIO.
- Manage the evaluative processes of the trainees, program, faculty, and rotations, including monitoring compliance rates.
- Manage creation and maintenance of evaluations in the GME Residency Management System and ensure the evaluations provide required data to evaluate resident performance on the ACGME program milestones.
- Manage the Clinical Competency Committee and Program Evaluation Committee meetings and monitor these meetings to ensure all aspects required by ACGME are discussed and documented.

- Develop processes to gather metrics to support the program's ACGME Annual Program Evaluation report and ensure the submission of this report to GME administration.
- Monitor action plans identified by the PEC and provide the Program Director and GME administration with status updates.
- Verify and document trainees' status and activities as needed.

Candidate Qualifications

Education/Certification

- Bachelor's degree in a relevant field, such as business, health care, marketing, or communications.
- Master's Degree in health care administration, business administration, public administration, or another pertinent field (preferred but not required).

Knowledge and Work Experience

- Minimum 5 years' experience in ambulatory medical services management and/or physician practice management. Prior residency clinic experience preferred.
- Minimum 5 years' experience in management and supervisory leadership.

Leadership Skills and Competencies

- Must be an independent decision-maker who possesses excellent organizational skills, maintains a high level of confidentiality, and who is skilled in managing multiple, simultaneous ongoing program demands.
- Knowledge of Microsoft Software (Word, Excel, PowerPoint, and Outlook).
- Must possess the ability to write and compose professional correspondence.
- Must have solid customer service skills, both over the phone and in direct interaction with visitors and staff.
- Knowledge of medical terminology.
- Specialized knowledge in GME accreditation and evaluation systems is preferred.
- Training Administrators of Graduate Medical Education (C-TAGME) certification or ability to obtain this certification after date of hire.
- Four years of management in a healthcare setting or academic setting (or equivalent work experience).
- Strong decision-making and prioritization skills.
- Ability to work professionally and effectively in a multicultural environment with the community, faculty, residents, other providers, and staff.

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/resume and a letter of interest.

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 evogelsang@wittkieffer.com.

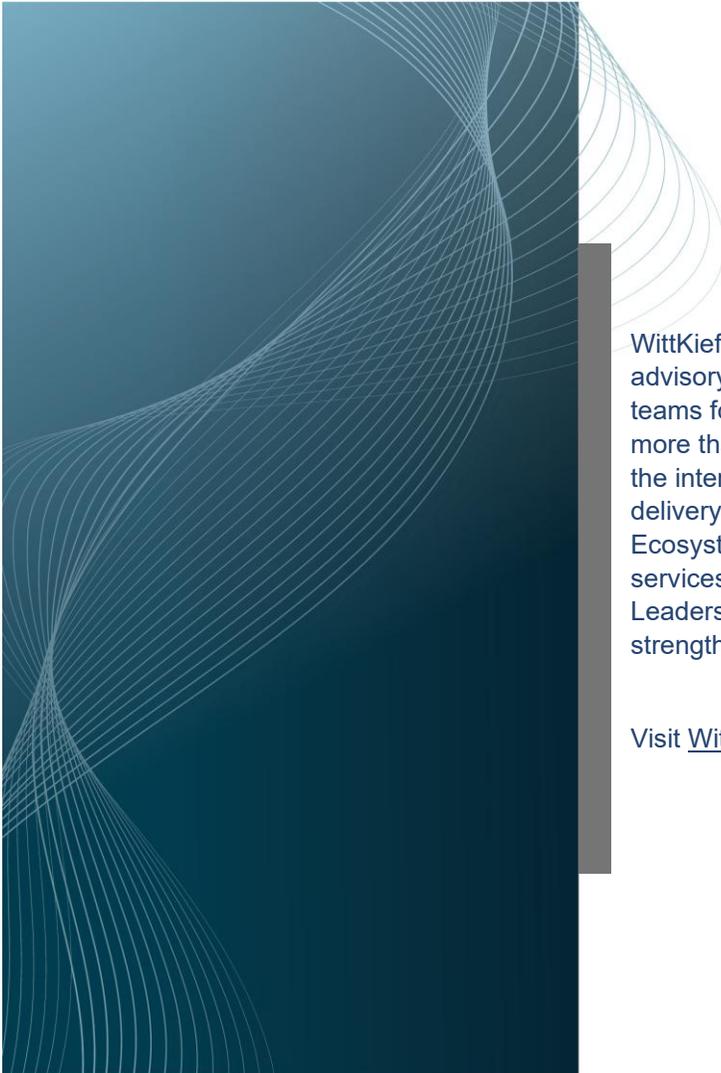
The salary range for the role is anticipated to be between \$124,000 - \$164,000 (*updated January 9, 2026*). The final hiring salary is commensurate with experience.

<p>Diane Smith, RN, BSN</p> <p>Principal</p> <p>267.766.0410</p>	<p>Ben Haden</p> <p>Senior Partner</p> <p>541.414.6660</p>	<p>Eleanor Vogelsang</p> <p>Associate</p> <p>240.644.6021</p>
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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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