



Jill Connolly

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Secretary

In the healthcare industry since 2014, my passion for customer service and quality improvement has driven me to complete my Master of Business Administration as well as become a Certified Healthcare Project Manager.

Interestingly enough, before working in “human healthcare,” I originally started in “animal healthcare.” I started at a local clinic, the Moses Lake Vet Clinic, then served Veterinarians, patients & owners, as well as taught 4th Year Vet Student Rotational Blocks, for 7 years as a Vet Tech at WSU’s Veterinary Teaching Hospital. Massive budget cuts at WSU in 2011, which led to my relocation to the Big Island of Hawaii, where I transitioned to working as an ambulatory vet tech for the Aina Hou Animal Hospital in Waimea, Hawaii. Needing to come back home to help my parents with farm work brought me to working for the local accounting firm, Leffel, Otis, & Warwick, where I completed three tax seasons before the opportunity to make the move into healthcare presented itself.

A coworker in HR once told me, healthcare either sucks you in or spits you out, and she would often ask potential candidates their reason for being in healthcare during interviews. I think of this often, as the more I have worked in healthcare, the more integrated it has become within me, and having had both of my parents pass away at hospitals, it has made me very passionate towards both the patient experience and quality improvement.

When not at work, I enjoy spending time with my significant other, Dave, out riding horses, preparing for my next barrel race, reading, crocheting, researching, or just spending time with our (2) Labradors, (2) cats, (5) horses, & bunny.

Fun Fact: In 2015, I was able to publish “A Horse Named Sugar,” a children’s book, based on the true story of my real horse, Sugar, who will turn 20 years old in 2024.