

# John W. Dortero, MPA, CHC

---

## PROFILE

UW Medicine Compliance Director seeks leadership and career growth opportunities, with a desire to promote education, positive working relationships, and institutional excellence in service of the UW Medicine mission to improve the health of the public.

## SUMMARY OF QUALIFICATIONS

- 13 years of healthcare compliance experience in the areas of clinical research and device billing, the Emergency Medical Treatment and Labor Act (EMTALA), conflicts of interest, including consulting, providing education, and auditing/monitoring.
- 18 years combined experience in complaint investigations, workforce education and training, and policy analysis in healthcare, nonprofit and government sectors.
- Expertise in interpersonal/written communication and collaborative problem solving.
- Proficiency in Epic, EthicsPoint, and other healthcare software applications, as well as Microsoft Office applications.

## EDUCATION AND PROFESSIONAL CERTIFICATIONS

Master of Public Administration (MPA) – 2010  
Seattle University

Certification in Healthcare Compliance (CHC) – 2014  
Health Care Compliance Association (HCCA)

## EXPERIENCE

03/2011 – Present  
UW Medicine Compliance / University of Washington – Seattle, WA

### **Director of Special Regulatory Affairs (05/2024 – Present)**

Prior positions/titles:

- 🏠 *Special Assistant to the Chief Compliance Officer (08/2021 – 05/2024)*
- 🏠 *Senior Compliance Specialist (01/2020 – 08/2021)*
- 🏠 *Compliance Specialist (05/2015 – 01/2020)*

Currently direct three Compliance Department functional areas: clinical research and device billing, EMTALA, and Conflicts of Interest (COI)/Ethics compliance; duties also include numerous department leadership activities, policy management, regulatory tracking, risk assessment, responding to workforce member inquiries, and education and outreach.

- Manage daily operations of all three functional areas above, including managing the auditing work of external consultants for the Research Billing Audit (RBA) program.
- Provide guidance to workforce members on specific research billing and device, EMTALA, and COI/Ethics inquiries.
- Lead the presentation team which provides New Employee Orientation (NEO) compliance education to workforce members.

### *Compliance Analyst: Research Billing Audit (RBA) Program (7/2011 – 5/2015)*

Executed daily operations of UW Medicine-wide research auditing program for clinical trials involving human subjects, while seeking and assuming additional coordination/leadership roles in: research device compliance/process improvement, research policy review and updating, audit planning and performance metrics, and training new research analysts.

- Audited clinical research trials for compliance with documentation standards (including informed consent forms) and billing accuracy, producing written reports for Principal Investigators (PIs) and UW Medicine leadership.
- Educated PIs and their research staff on UW Medicine and Medicare research policies.
- Coordinated audit planning and correspondence with leadership of UW Medicine Departments and Divisions.
- Administered RBA process improvement efforts and updates to RBA program documents as needed.

### *Compliance Analyst: Privacy Program (03 – 07/2011)*

Successfully fulfilled contractual assignment, ensuring UW Medicine workforce adherence to HIPAA-related privacy policies.

- Performed weekly audits on UW email accounts to ensure compliance with security policies concerning protected health information, as well as various UW Medicine locations for proper dissemination of Notices of Privacy Practices to patients.

- Enhanced workforce understanding of privacy policies, as well as tracked and updated data on compliance issues.

06/2010 – 12/2011

Business Manager

Whole Family Naturopathic Medicine – Seattle, WA

Co-operated naturopathic medical practice with spouse, performing administrative, budgetary, and communications functions.

- Promoted practice's services to other local businesses, schools, and organizations.
- Managed business account, coordinating expenditures for licensure, insurance, and advertising.
- Filed federal, state, and local tax returns (income and Business & Occupation taxes) as required.

07 – 11/2010

Campaign Manager

Mike Heavey, Democrat for State Representative: 34th Legislative District – Seattle, WA

Led successful primary campaign of a first-time legislative candidate in a highly contested, four-way race.

- Coordinated general election campaign efforts, including doorbelling, phone banking, and yard sign distribution.
- Administered candidate's daily schedule and provided advice for effective meetings with potential endorsers and supporters.
- Wrote and distributed e-newsletter to several hundred supporters, and managed voter and campaign supporter databases.
- Recruited and supervised volunteer participation in campaign activities and events.

09/2009 – 05/2010

Sealed Records Coordinator: Department of Judicial Administration

King County – Seattle, WA

Managed Superior Court sealed documents, balancing constitutional values of public information and personal privacy.

- Ensured filing parties followed court rules pertaining to sealing, redacting, and accessing court records.
- Provided continuing legal education on sealing policies and best practices to attorneys and other legal personnel.
- Processed and entered legal filings into official court record.

12/2007 – 12/2008

Growth Management Intern

Puget Sound Regional Council – Seattle, WA

Participated in policy analysis and implementation at regional planning agency with a mission to enhance the quality of life in the central Puget Sound region with respect to regional growth, environmental, economic, and transportation issues.

- Reviewed, analyzed, and evaluated localities' comprehensive plans per the Washington State Growth Management Act.
- Designed and wrote outreach materials for stakeholders, including general public and city planners.
- Communicated agency decisions to local jurisdiction staff, general public, and other professionals.

09/2005 – 06/2007

Staff Ombudsman: King County Long-Term Care Ombudsman Program

Solid Ground – Seattle, WA

Promoted civil and resident rights of vulnerable adults living in long-term care facilities throughout King County.

- Served as an advocate, investigating and resolving quality of care/life complaints from residents and consumers at-large.
- Educated long-term residents and facility staff on resident rights and program services.
- Managed and supported Volunteer Ombudspersons providing services throughout King County.

11/2004 – 09/2005

Outreach Coordinator: Statewide Poverty Action Network (SPAN)

Solid Ground – Seattle, WA

Fulfilled vital role of building membership base of a coalition of 5,000 individuals and organizations taking action to eliminate the root causes of poverty and ensure all Washington State residents are able to meet basic needs and prosper.

- Co-facilitated community organizing projects, primarily mobilizing people with low incomes and people of color.
- Recruited, coordinated, and supervised part-time interns and several-hundred statewide volunteers.
- Conducted programmatic presentations on state and federal legislative issues.
- Co-authored quarterly membership newsletter, developed outreach materials, and updated program website.

**REFERENCES PROVIDED UPON REQUEST**