STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
11-12-09

This position is:
- ☐ Classified
- ☐ Unclassified
- ☐ Executive Service
- ☒ Mgmt Svc – Supervisory
- ☐ Mgmt Svc – Managerial
- ☐ Mgmt Svc - Confidential

Agency: Oregon Department of Corrections

Facility: Medical Services -

☐ New ☒ Revised

SECTION 1. POSITION INFORMATION

a. Classification Title:	Principle Exec. Mgr D	**b.** Classification No:	X7006
c. Effective Date:		**d.** Position No:	
e. Working Title:	Medical Services Mgr	**f.** Agency No:	29100
g. Section Title:	Health Services	**h.** Budget Auth No:	
i. Employee Name		**j.** Repr Code	

k. Work Location (City – County):

l. Supervisor Name (Optional): Heather Villanueva / Joe Giblin

m. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year
☒ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share

n. FLSA: ☒ Exempt ☐ Non-Exempt

If Exempt: ☐ Executive ☐ Professional ☐ Administrative

o. Eligible for Overtime: ☐ Yes ☒ No

SECTION 2. PROGRAM AND POSITION INFORMATION

a. Describe the program in which this position exists. Include program purpose, who's affected, size, and scope. Include relationship to agency mission.

The program in which this position exists is the Health Services section of the Oregon Department of Corrections. The purpose of this program is to provide health care to inmates at each state institution operated by the Department of Corrections. State and federal laws have established that inmates are entitled to health care during incarceration. Health care services available to inmates must be consistent with health care provided in the community in order to meet the legal obligation the state has when persons are incarcerated. This means that all types and levels of health care must be provided in a clinically appropriate manner by properly credentialed professionals in settings equipped and designed for the delivery of health care. Health care includes medical, dental and psychiatric/mental health services.

The Health Services section is comprised of an administrative unit which sets policy and long term direction and a series of operational units representing the health care program at each facility or a division wide clinical service. The health care program at each of the correctional institutions operated by the Department is responsible for delivering health care to inmates consistent with policy established by the Section. The average daily population for whom the entire range of services must be available is 13,500 inmates. The Health Services section employs more than 500 health care personnel and manages a number of agreements with health care organizations in communities throughout Oregon

and the surrounding states in order to deliver constitutionally adequate health care. The biennial budget for the Health Services section exceeds $150 million dollars.

The Oregon Accountability Model (OAM) depends upon a team approach to custody with the security-series personnel and non-security personnel communicating effectively to maintain safe, secure, and sanitary correctional environments while preparing inmates for successful reentry into the community. The vast majority of DOC inmates will return to Oregon communities. Enhanced public safety, lower crime rates, and reduced recidivism can all be tied directly to attitudes and actions of correctional staff who must effectively apply ODOC rules and transition initiatives in their daily interaction with inmates. All staff are expected to model pro-social behaviors; reinforce positive behaviors; redirect negative behaviors; and effectively communicate observed behaviors to responsible program staff, administrators, and supervisors in support of OAM.

The Department of Corrections recognizes and respects the dignity, diversity and human rights of all persons. In support of those values DOC employees are expected to promote a respectful work environment that recognizes cultural diversity. Moreover, DOC upholds a zero-tolerance policy towards all sexual abuse.

Managers and supervisors are expected to provide leadership that contributes to the establishment of a working environment that is positive, productive and free from harassment and discrimination. As part of this effort, managers and supervisors are expected to participate in and encourage others to participate in the agency's activities that support affirmative action. This includes recruiting, selecting, retaining and promoting individuals with a diverse background who are committed to the mission and values of the Department.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:

The primary purpose to this position is to coordinate and manage a comprehensive health care delivery program at either a medium or close custody correctional institution. This position is ultimately responsible for developing and implementing program standards and practices that ensure health care is delivered in accordance with Administrative Rules, ODOC Policies, Health Services Polices, and standards set forth by the National Commission on Correctional Health Care in such a fashion that the care delivered meets community standards. This position also works closely with the ODOC Health Services Administrator and Assistant Administrators to ensure the health care being delivered meets state licensure laws as well as current best practices within the nursing profession. This position manages the fiscal resources of the Health Services program by reviewing bills and authorizing payments, monitoring monthly expenditures, identifying and correcting improper billings, identifying trends and causes of over or under expenditures and developing and instituting actions necessary to correct them. This position serves as the on-site health authority for an inmate population ranging from 1400 – 3000 inmates and for a health care delivery staff ranging from 34 to 71 positions. The health care system is responsible for providing medical care, dental care, psychiatric care, medical and mental health infirmary care, hospice care and medication services to inmates housed in General Population, Minimum Housing, Disciplinary Segregation, Administrative Segregation, and Intensive Management and this person partners with the supervisors of these areas in establishing health care delivery related objectives. This position is directly responsible for the overall supervision of subordinate managers including Nurse Managers, Office Managers and/or Support Service Supervisors. This supervision includes but is not limited to recruitment, hiring, training, scheduling, assigning, and managing employee performance. Additional positions that fall under this position's authority include Registered Nurses, Health Service Technicians, Office Support Staff, Medication Room Technicians, and Medical Records Technicians. This position also serves as the on-site supervisor for Dentists, Dental Assistants, Physicians, Nurse Practitioners, and Radiology Technicians. This position is responsible for ensuring that polices are followed and that specific duties are clearly outlined to meet the mission and goals of the department. This position is a member of the institution's executive team and works directly with the Superintendent in developing and implementing both long and short term goals and strategies. This position develops and maintains relationships with community hospitals, clinics and offices and works strategically with them in an effort to provide seamless health care. And finally, this position participates on the statewide Health Services Management team which is a forum used to solve operational and administrative issues, develop short and long term goals, and, develop, review and update policies.

SECTION 3. DESCRIPTION OF DUTIES

List the major duties of the position. State the percentage of time for each duty. Mark "N" for new duties, "R" for revised duties or "NC" for no change in duties. Indicate whether the duty is an "Essential" (E) or "Non-Essential" (NE) function.

% of Time	N/R/NC	E/NE	DUTIES
Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".			
			Model pro-social behaviors; reinforce positive behaviors; redirect negative behaviors; and effectively communicate observed behaviors to responsible program staff, administrators, and supervisors in support of OAM.
30%		E	**Directing**
			Directs the Health Services program at one or more state operated correctional facilities. Decides who, how, what, where and when the daily operations of health care delivery will occur. Daily operations at each facility include but are not limited to sick call, medical clinics, specialty clinics, dental clinics, mental health clinics, diagnostic procedures, medication administration, emergency services, emergency mental health care, hospitalizations, infirmary care, hospice care, and medical records.
			Responsible for the supervision of all institution health care positions including Nurse Managers, Support Services and or Office Managers, Institution Registered Nurses, Health Services Technicians, Office Specialists, and Medication Room Technicians. In addition, they function as the on-site supervisor of institution Physicians, Nurse Practitioners, Physician Assistants, Dentists, Dental Assistants, Medical Records Specialists, and Radiology Technicians. The clinical duties of these positions are supervised by a centralized manager however; the Medical Services Manager is responsible for all non-clinical duties and for reporting necessary information to the centralized supervisor. The total staff in each facility ranges from 33 to 69 positions serving inmate populations of approximately 1400 – 3000 inmates.
			Responsible for the supervision of infirmary care. Infirmary care includes but is not limited to medically unstable patients, patients receiving chemotherapy, patients recovering from surgery, patients needing observation and assessment, sheltered living care, hospice care, and suicide prevention monitoring. At CCCF this may include pre-natal and postpartum care.
			Decides the type, amount, and urgency of health care to be received by individual patients. Determines which facilities an inmate can be assigned to based upon their needs for health care. Engages providers or agencies to perform specialized services such as diagnostic imaging, surgery, and off-site specialist consultation.

			Uses deliberation and judgment to determine course of action with regard to legal/ethical problems such as termination of life support, hunger strike, and informed consent and treatment refusals. Directs the medical response to emergencies and disasters at the institution. Plans and directs staff in implementation of treatment plans for individual patients when the case is complex or troublesome.
40%		E	**Managing**
			Manages human resources to deliver all levels and types of health care to a population of inmates. Recruits, interviews, selects, and orients personnel to perform health care delivery. Verifies licenses and certificates, and secures training for personnel. Assigns work to health care personnel consistent with credentials and clinical privileges. Supervises employees, contract providers, and agency personnel so that work performed is consistent with assignment. Uses progressive discipline to correct deficient employee performance. Makes the environment in which health care is provided safe, healthy and sanitary. Establishes methods to account for controlled medications, sharps and critical instruments. Initiates measures to prevent diseases which are transmitted in institutional settings, oversees the treatment of specific communicable diseases, investigates disease outbreaks and takes action to limit the number of people infected.
			Responsible for the supervision of inmates who are in the health services area. Supervisory duties include accounting for the location and movement of inmates receiving health care services inside and outside the secure perimeter; accounting for keys, tools, supplies and other sources of contraband; taking action to prevent, interrupt, and report inmate activities which violate the rules of prohibited conduct.
			The Medical Services Manager is a member of the institution management staff is on call during all non-business hours to the health service program and may also function as the Institution Officer of the Day.
20%		E	**Planning**
			Collects, reviews and evaluates statistics to establish service delivery norms and proposes subjects for quality improvement. Conducts staff meetings and uses staff work groups to review and discuss problems or improvements to the existing programs. Involves staff in monitoring program performance and suggesting quality improvements. Reviews critical episodes of patient care (grievances, complaints, disaster/emergency drills, inmate deaths, adverse patient care incidents) to determine if policy, procedure and protocol were followed, if community standards of treatment were met, and if employees were able to perform work effectively. Takes action to improve or correct performance as necessary.
			Chairs one of the standing committees of Health Services. Participates in management and executive meetings at the institution. Represents the Health Services section on Department committees, Institution committees, and work groups. Confers with other Medical

			Service Managers on policy and procedural issues effecting delivery of health care to ensure coordinated solutions. Confers with health care providers responsible for health care programs in other federal, state and county correctional facilities to gather information, to give and receive expert advice, to develop work products such as policy on transfer of medical information.
			Schedule employees for all required training, and assists in facilitating continuing professional education requirements. Functions as a trainer for annual in-service.
9%		E	**Budgetary**
			Manages the fiscal resources of the Health Services program. Reviews bills and authorizes payments according to the agreement for service negotiated in advance by Health Services Administration. Monitors monthly expenditure reports to identify and correct improper billings to the health services program, to identify trends and causes of over or under expenditures, and institutes actions necessary to correct over expenditures.
1% 100%			Minor Duties: May be required during staff shortage / emergencies to provide direct patient care as specified in the Institution Registered Nurse position description.

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

The person is this position will be expected to share the mission, vision, and core values of the department; requires being a role model of pro-social behavior and having an attitude that conveys dignity and respect in the treatment of others; must be able to acknowledge that everyone is capable of positive change; requires walking or standing for long periods, requires climbing and descending stairs. They must have the ability to work any or all of the seven days of the week, including but not limited to, Saturdays and Sundays, and work any shift of the day. This position works within the secure perimeter of an adult correctional institution and encounters angry, hostile, threatening, and abusive inmate behavior which may result in injury, death, and the potential for hostage taking. The Medical Service Manager has an inherent responsibility for the supervision of inmates in the health care area. The Medical Service Manager is also exposed on a daily basis to risks inherent in the delivery of health care. These include risks of significant exposure to body fluids during health care procedures, exposure to all forms of contagious disease, exposure to chemicals used during health care treatment and exposure to radiation used for diagnostic and treatment purposes. This position requires being on-call 24 hours, 7 days per week on a rotating position and must be able to competently perform Registered Nurse nursing duties. This position must be willing to occasionally participate on special assignments on an ODOC state wide level which may necessitate traveling to other areas throughout the state and therefore, must have a valid driver's license and a good driving record or be able to provide an acceptable alternate method of transportation.

SECTION 5. GUIDELINES

a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

- Oregon Department of Corrections Administrative Rules and Procedures.
- Health Services section Policies and Procedures, Nursing Protocols.

- Accreditation Standards for the National Commission on Correctional Health Care, and the American Correctional Association.
- Oregon Revised Statutes concerning prison medical care, professional practice acts, confidentiality of medical information, patient rights, etc.
- Oregon Administrative Rules promulgated by state licensing boards describing the scope of practice for physicians, dentists, nurses, radiology technicians, pharmacists, etc.
- Collective Bargaining Agreements, Personnel Procedures.
- Professional service contracts, agency service contracts and interagency Letters of Agreement.

b. How are these guidelines used?

- Establishes standards and direction for performance of work; used as a reference to evaluate program performance, and to prepare for litigation in state and federal court.

- Used as a reference when determining the types and levels of health services to be provided; for the development of administrative rules, policies, procedures and treatment protocols; to evaluate service delivery and performance; to prepare for accreditation.

- Used to determine the scope of work to be performed by certain classifications, to assign work and required supervision for tasks performed by licensed or certified health care professionals, used to evaluate deficient performance and determine if the regulatory board must be notified.

- Used to assign work and supervise professional service contractors and contract agency personnel.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who Contacted	How	Purpose	How Often?
Note: *If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".*			
Superintendent	Person/Electronic / Written	Negotiate when, where, how	Wkly
Other Units within DOC			
Training	Person/Electronic/ Written	Schedule & give training	Monthly
Transport	Person/Electronic/ Written	Schedule Service	Daily
Classification	Person/Electronic/ Written	Clear inmates for institution assignment	Daily
HR	Person/Electronic/ Written	Personnel Actions	Wkly
Superintendents	Person/Electronic/ Written	Negotiate when, where, how, programs for health care & treatment will operate. Advise on health & safety.	Wkly
Staff within Institution	Person/Electronic/ Written	Notify staff of inmates cleared for assignments, special needs for housing & meals, security, and safety issues resolve problems.	Daily
Inmates & Families	Person/Electronic/ Written	Answer questions, resolve problems, and give directions.	Daily
Purchasing	Person/Electronic/ Written	Purchases	Wkly
Accounting	Person/Electronic/ Written	Approve payments / Manage Budgets	Wkly
State/Federal Agencies			
Risk Mgt	Electronic	Litigation	Wkly
Licensure Boards	Electronic	Verify credentials, report practice violations	Wkly
Community Based			

Agencies / Individuals			
Physicians, Dentists, Pharmacists, Medical Facilities, Clinics, and Hospitals	Person/Electronic/ Written	Schedule services, authorize services, authorize treatment, give/receive information re patients.	Daily

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

- Decides who, how, what, where and when daily operations of health care delivery will occur. These operations include but are not limited to sick call; medical, dental, and specialty clinics; diagnostic procedures, medication administration, emergency medical services, hospitalizations, infirmary care, and hospice care.
- Decides what methods to recruit and select personnel for vacant positions; decides which candidate will be hired. Recruits and contracts with professional service contractors (dentists, physicians, nurse practitioners, physicians assistants). Decides what work will be assigned to each employee, contract and agency personnel.
- Decides what expenditures will take place for program operations. Decides from among two or more alternatives the least costly or most effective way to deliver a specific aspect of health care. Decides whether the amount billed for services is what was agreed to and authorizes payment. Decides what action to take to correct expenditure problems.
- Decides when and to what extent safety and sanitation conditions are inadequate and how the situation will be corrected. Decides what changes in the assignment of a worker will be made to return to work with the minimum number of lost days. Decides when a disease or environmental condition presents a threat to the health or safety of others; decides what measures will be taken to reduce the number of people affected or the seriousness of subsequent infections.
- Decides the type, amount and urgency of health care received by individual patients. Decides the level of medical response necessary in emergencies and disasters.
- Decides how to lead others to incorporate quality management strategies into the work environment.
- Decides the method, means and frequency of accounting for keys, tools, sharps, etc. Decides how assaultive, angry, hostile or threatening behavior is to be responded to by self and other health care providers.
- Reviews information and/or data that is readily available or conducts further reviews to collect additional information in preparation for responding to grievances, tort claims, and investigations of either staff or inmates.
- Ensures that the language negotiated and contained within the collective bargaining agreement are implemented and applied correctly.
- Ensures licensed employee assignments remain within their scope of practice via state licensing boards.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review

Note: *If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".*

Principal Exec Mgr F & PEM E	6024003 0700233		Monthly	Discussion and review of written reports, statistics, verbal descriptions of program operations. To determine problems with

				implementation. To establish progress towards goals.

SECTION 9. OVERSIGHT FUNCTIONS

THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

a. How many employees are directly supervised by this position? 0

How many employees are supervised through a subordinate supervisor? 0

b. Which of the following activities does this position do?

- ☒ Plan work
- ☒ Assigns work
- ☒ Approves work
- ☒ Response to grievances
- ☒ Disciplines and rewards
- ☒ Coordinates schedules
- ☒ Hires and discharges
- ☒ Recommends hiring
- ☒ Gives input for performance evaluations
- ☒ Prepares & signs performance evaluations

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification:

Persons in this position manage a health care program in a correctional setting and are responsible for maintaining security and supervision of inmates. Licensed medical staff are responsible to provide health care to inmate populations, ranging from 100 to 3000, with large volumes of inmate movement in and out of the facilities on a daily basis. Managers and staff must be capable of moving from one geographic location to another and performing direct patient care as necessary.

SPECIAL REQUIREMENTS: List any special mandatory recruiting requirements for this position:

License to practice in Oregon as a Registered Nurse or Nurse Practitioner.
Three years supervisory and/or teaching experience in an independent practice setting, and prior nursing experience.
Ability to communicate orally and in writing with a variety of individuals ranging from health care professionals to lay persons.

The Oregon Accountability Model (OAM) depends upon a team approach to custody with the security-series personnel and non-security personnel communicating effectively to maintain safe, secure, and sanitary correctional environments while preparing inmates for successful reentry into the community. The vast majority of DOC inmates will return to Oregon communities. Enhanced public safety, lower crime rates, and reduced recidivism can all be tied directly to attitudes and actions of correctional staff who must effectively apply ODOC rules and transition initiatives in their daily interaction with inmates. All staff are expected to model pro-social behaviors; reinforce positive behaviors; redirect negative behaviors; and effectively communicate observed behaviors to responsible program staff, administrators, and supervisors in support of OAM.

The Department of Corrections recognizes and respects the dignity, diversity and human rights of all persons. In support of those values DOC employees are expected to promote a respectful work environment that recognizes cultural diversity. Moreover, DOC upholds a zero-tolerance policy towards all sexual abuse.

Managers and supervisors are expected to provide leadership that contributes to the establishment of a working environment that is positive, productive and free from harassment and discrimination. As part of this effort, managers and supervisors are expected to participate in and encourage others to participate in the agency's activities that support affirmative action. This includes recruiting, selecting, retaining and promoting individuals with a diverse background who are committed to the mission and values of the Department.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount ($00000.00)	Fund Type
***Note:** If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".*		
Personal Services & Services/Supplies	$10,000,000.00	

SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee name and position number.

SECTION 12. SIGNATURES

Employee Signature	Date	Supervisor Signature	Date

Appointing Authority Signature	Date