



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
12/01/2024

This position is:

- ☒ Classified
☐ Unclassified
☐ Executive Service
☐ Mgmt Svc – Supervisory
☐ Mgmt Svc – Managerial
☐ Mgmt Svc – Confidential

Agency: Oregon Health Authority

Division: Health Policy & Analytics

☒ New ☐ Revised

SECTION 1. POSITION INFORMATION

- a. Classification Title: Operations & Policy Analyst 3
- b. Classification No: C0872 c. Effective Date: 12/01/2024
- d. Position No: 1025772 / 000000161697
- e. Working Title: Quality Incentive Program Transition Policy Analyst
- f. Agency No: 44300
- g. Section Title: Office of Health Analytics
- h. Employee Name: Vacant
- i. Work Location (City — County): Salem - Marion and/or Portland - Multnomah
- j. Supervisor Name: Derek Reinke
- k. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year
☒ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share
- l. FLSA: ☒ Exempt If Exempt: ☐ Executive ☐ Professional ☒ Administrative
☐ Non-Exempt
- m. Eligible for Overtime: ☐ Yes ☒ No

SECTION 2. PROGRAM AND POSITION INFORMATION

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

- a. OHA values health equity, service excellence, integrity, leadership, partnership, innovation, and transparency. OHA's health equity definition is "Oregon will have established a health system that creates health equity when all people can reach their full potential and well-being and are not disadvantaged by their race, ethnicity, language, disability, age, gender, gender identity, sexual orientation, social class, intersections among these communities or identities, or other socially determined circumstances. Achieving health equity requires the ongoing collaboration of all regions and sectors of the state, including tribal governments to address: the equitable distribution or redistribution of resources and power; and recognizing, reconciling,

and rectifying historical and contemporary injustices.” OHA’s 10-year goal is to eliminate health inequities by 2030.

The Health Policy & Analytics Division (HPA) is aligned with the Oregon Health Authority’s core values of partnership, service excellence, leadership, integrity, health equity, innovation, and transparency. In our practice, these values are expressed through:

Service Excellence:

- Understanding and responding to Oregon public health needs and the people we serve
- Pursuing our commitment to innovation and science-based best practices
- Fostering a culture of continuous improvement

Leadership:

- Building agency-wide and community-wide opportunities for collaboration
- Championing public health expertise and best practices
- Creating opportunities for individual development and leadership

Integrity:

- Working honestly and ethically in our obligation to fulfill our public health mission
- Ensuring responsible stewardship in public health resources

Health Equity:

- Eliminating health disparities and working to attain the highest level of health for all people
- Ensuring the quality, affordability, and accessibility of health services for all Oregonians
- Integrating social justice, social determinants of health, diversity, and community

Partnership:

- Working with interested partners and communities to protect and promote the health of all Oregonians
- Seeking, listening to, and respecting internal and external ideas and opinions
- Exploring and defining the roles and responsibility of public health staff and partners

Innovation:

- We are not satisfied with the status quo if there are new and better ways to meet the needs of the people we serve. We bring creativity, experience, and openness to our search for solutions to problems. We pursue opportunities to develop new evidence to evolve our practices.

Transparency:

- We communicate honestly and openly, and our actions are upfront and visible. We provide open access to information and meaningful opportunities to provide input and participate in our decision-making.

The Health Policy & Analytics Division provides leadership, balanced information, and data analysis to support policy development, program implementation, and system evaluation. The Office of Health Analytics, within HPA, uses existing and new OHA health data resources to analyze both Oregon’s health care system and OHA’s program performance and make recommendations for OHA leadership, the Governor, and the legislator.

The Office of Health Analytics comprises research, financial, and analytic staff who collect, organize and analyze data pertaining to Oregon’s health system for use by practitioners, researchers, and policy makers both inside and outside of state government. In collaboration with other OHA divisions and external partners, staff collect and analyze a wide range of data, including Medicaid, behavioral health, the All Payer All Claims database, health insurance coverage, hospital and ambulatory discharge data and financials, and health care workforce to

evaluate OHA program performance and to provide more complete picture of access, quality, cost, and utilization across Oregon's health care system.

The Office of Health Analytics partners with other OHA, ODHS and Shared Services colleagues to support OHA's mission by:

- Analyzing and reporting health system financial, performance and administration data and metrics to support key management, program, and policy decisions within OHA.
- Conducting health system-wide analysis of Oregon's health care workforce, insurance coverage, federal reform implementation, the health care safety net, health disparities, health care utilization and costs.
- Conducting financial and economic modeling required for policy impact analysis, OHA and state budget health expenditures, and payment reform.
- Collecting data, including Oregon's All Payer All Claims database, hospital financial reports, CCO and managed care quality metrics, and insurance surveys.
- Program evaluation in partnership with the Medicaid Division and external researchers of major OHA initiatives including health system transformation.

Office of Health Analytics staff have expertise in behavioral, dental, and physical health care programs, data extraction and manipulation, claims analysis, statistics, research design, actuarial principals and methods, economics, and budget.

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 of this position is to interface with community groups and partners, and implement changes to the programmatic efforts of the Quality Metrics, Surveys and Reporting unit. This position will be engaged in a variety of initiatives related to the evaluation of CCOs coordinating services for Oregon Health Plan members. This role is particularly focused on the transition of the Quality Incentive Program into an equity-focused future state, as described in Senate Bill 966 (2023).

This position will be responsible for a mission-critical body of work: aligning the activities of the Quality Metrics, Surveys and Reporting unit with an equity-first approach consistent with OHA's 2030 goal of eliminating health inequalities. This will involve project management work related to those plans, goals, objectives and milestones. This position will consult with and advise management about risks to project management timelines, including but not limited to resource constraints, information gaps, and conflicting priorities. Strong community engagement skills are a requirement for this role, as this position will interact frequently with community groups in and around OHA and the Oregon Health Plan system.

This position will collaborate with analytic and program staff across the Office of Health Analytics, the Health Policy & Analytics Division, other OHA divisions such as Medicaid Division and the Public Health Division, as well as Office of Information Systems and Oregon Department of Human Services. The position requires strong project management, analytical and interpersonal skills and poise, and will have a substantial amount of autonomy requiring exceptional skills in self-direction, as well as navigating complex situations and competing demands. This position will work directly with interested partners of varied backgrounds, will present complex information in a meaningful way and will defend findings or recommendations in an objective manner.

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.

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

% of Time	N/R/NC	E/NE	DUTIES
At all times		E	<p>Align Conduct With OHA’s Values and 10-year Goal</p> <p>Consistently treat internal customers, interested audiences, partners, vendors, and co-workers with dignity and respect.</p> <p>Contribute to a work environment that respects and accepts diverse people and perspectives.</p> <p>Model professional behavior.</p> <p>Interrupt and report inappropriate behaviors, especially those in violation of policy.</p> <p>Contribute to a positive and productive work environment; maintain regular and punctual attendance; perform all duties in a safe manner; and comply with all policies and procedures.</p> <p>Promote and actively participate in OHA’s 2030 goal of eliminating health inequities.</p>
10%		E	<p>Internal Coordination and Cross-Training</p> <p>Facilitate communication and coordination with colleagues in the Office of Health Analytics.</p> <p>Identify areas for collaboration and create efficiencies by eliminating duplication efforts and increasing efficiency and effectiveness of information gathering and dissemination.</p> <p>Collaborate in a team-oriented environment that encourages shared decision-making and promotes cooperative interactions among all employees and management.</p> <p>Collaboration with manager, to establish and enact a plan for becoming skilled at specified tasks outside of this position’s usual job duties.</p>
30%	R	E	<p>Operational Research and Evaluation, Policy Analysis</p> <p>Develop innovative strategies to enhance operations or develop new approaches to behavioral health metric evaluation that serve as precedents for others.</p> <p>Establish data collection procedures to facilitate systematic improvements within the organization.</p> <p>Develop and supervise the collection of behavioral health metrics and data for organizational surveys.</p> <p>Interpret data analyses developed by HPA and unit specific data reporting, and external partners to recommend policy and operational changes in behavioral health services to ensure services are responsive to individual and community needs.</p>

		<p>Develop detailed plans, goals and objectives for long-term implementation and administration of Medicaid metrics and analytical methodologies.</p> <p>Comprehend and interpret the key characteristics of data sources utilized by research analyst partners including Medicaid data systems and other data systems such as historical surveys and repository data.</p> <p>Analyze the requirements for the omnibus reports to ensure alignment with program and policy objectives.</p> <p>and develop program metrics demonstrating program performance, including but not limited to metrics that reduce cost, improve quality and create transparency for the public.</p> <p>Propose policies, procedures and priorities that align with the goals and requirements for behavioral and general health.</p> <p>Examine detailed models of quality measurement programs and their relationships to decision-making processes, change management cycles, and strategic undertaken by measurement teams.</p> <p>Develop and analyze the connections between measurement concepts, legislative bills, and agency policies.</p> <p>Provide support to technical experts in effectively managing and resolving issues faced by users of the quality measurement system.</p> <p>Ensure compliance with relevant appropriate metrics and regulatory requirements outlined in state and federal regulations regarding the utilization of behavioral health data.</p> <p>Develop expertise in the components and structure of the quality metrics program, which includes incentivized measures, quality pool, HEDIS measures, state quality metrics, equity considerations, surveys and other quality measurement systems utilized by the agency.</p> <p>Analyze and provide recommendations for enhancing documentation related to various components of the quality metrics system including SharePoint sites, directory structures and web postings.</p> <p>Implement annual updates to the final system specification for health quality metrics.</p> <p>Evaluate and provide consultation on how decisions from public committees and partners such as - Health Equity Committee, Metrics and Scoring Committees, or the Oregon Health Policy Board - impact the reporting and measurement systems.</p> <p>Develop and design content for reports, evaluation projects and team briefings in the capacity of a subject matter expert.</p>
--	--	--

			<p>Support the planning initiatives for existing and future quality improvement systems, including the development of reports on the Tableau platform.</p> <p>Provide analysis of comprehensive quality measurement programs and their connections to strategic policies and partner requests.</p> <p>Offer insights on how previous projects and reports might serve multiple purposes for new requests with only minor modifications.</p>
20%	R	E	<p>Legislative, Communication and Community Related Coordination:</p> <p>Assess legislation that influences agency programs regarding fiscal, operational, staffing and other implications related to behavioral health metrics and the Agency's strategic objectives in upcoming legislative sessions.</p> <p>Monitor federal and state legislation, to assess its impact on the Quality Metrics, Surveys and Reporting unit and plan necessary changes to operations and procedures accordingly.</p> <p>Research and prepare background information on legislative proposals for use by executive management and recommend unit position and anticipated needs.</p> <p>Translate legislation into the goals, actions, and plans for the Quality Metrics, Surveys, and Reporting Unit.</p> <p>Propose amendments to legislation to facilitate necessary enhancements in in the Quality Metrics, Surveys and Reporting operations.</p> <p>Provide guidance and educate partners in comprehension of reported metrics and application of quality findings to service delivery settings and processes.</p> <p>Facilitate and lead meetings with cross-functional and inter-disciplinary teams to enhance system improvements and quality processes.</p> <p>Provide guidance to agency committees and subject matter experts with recommendations aimed at enhancing measurement strategies and establishing optimal high-priority metrics.</p> <p>Ensure the verification monitoring and tracking of project or committee deliverables to maintain legislative change activities are aligned with the unit's metric priorities from the unit, OHA's Strategic Plan, or the Metrics and Scoring Committee.</p>
30%			<p>Project Management:</p> <p>Develop and implement operational improvement initiatives, including collaboration with internal and external partners, as well as strategies to support ongoing data collection or reporting.</p>

			<p>identify project scope, required training and resources related to metrics identified by the unit, behavioral health strategic plan goals, and the Metrics and Scoring Committee.</p> <p>Identify potential risks and challenges associated with the development and implementation feasibility of metric concepts, as well as their, sustainability for ongoing data collection and reporting.</p> <p>Develop, strategies such as communication plans or reporting mechanisms to mitigate or avoid these risks.</p> <p>Collaborate with colleagues within the team, partners in the Medicaid Division or Metrics and Scoring Committee, and community partners to ensure adherence to contracting guidelines during the development of the contractor's statement of work.</p> <p>Oversee project milestones, including deliverable timelines associated with metric concept development or assessing the impact of legislative updates to elicit participation of project team members and other interested parties.</p> <p>Oversee and assess the project budget, timeline and performance metrics.</p> <p>Coordinate internal project activities.</p> <p>Oversee project contracts; and assess contractor performance in relation to key deliverables and outcomes to ensure the effectiveness of the agreements.</p> <p>Propose modifications to the project plan to address unforeseen changes or unexpected outcomes to unit leadership and other partners.</p> <p>Obtain leadership approvals for any proposed changes to the project scope, quality, budget, or schedule as necessary and develop a communications plan to effectively convey the implemented changes and their direct impacts.</p> <p>Ensure the quality of project deliverables associated with metric concept development and implementation, partner engagement and collaboration initiatives, project timelines and reporting of efforts.</p>
10%	R	E	<p>Other duties</p> <p>Other assignments as determined by the Quality Metrics, Surveys and Reporting Manager or other Health Analytics managers, including Director of Health Analytics.</p>

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.

There are frequent interruptions, demanding time frames, and the need for some overtime. Work is done in open cubicles. There is daily work on desktop computer for extended periods of time. There may be some in-state travel.

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:

State legislation involving health care to Oregonians, Oregon Revised Statutes (ORS), DAS and DHS Administrative Rules and Policies, and Administrator's manual and budget instructions, Titles XIX and XXI of the federal Social Security Act, Internal Revenue Code, federal Employee Retirement and Income Security Act, HIPAA, rules promulgated by the federal department of Health and Human Services, Centers for Medicaid and Medicare Services; Oregon Revised Statutes related to income taxes, health insurance, Medical Assistance and the Family Health Insurance Assistance Program, and Oregon Administrative Rules related to the Family Health Insurance Assistance Program, Oregon Medical Insurance Pool, Medical Assistance Program and small employer health insurance.

- b. How are these guidelines used?

These guidelines are used to set parameters and requirements for the administration of the Oregon Health Plan and the Health System Transformation demonstration program. They provide basic data for ongoing management and coordination of the program within the limits of legislatively approved budgets for specific program areas of responsibility and their relation to the total program. They allow the ability to assess impact of past and recent or planned programs on clients, providers and operations. They guide the use and dissemination of data and research results.

SECTION 6. WORK CONTACTS

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

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

Who Contacted	How	Purpose	How Often?
All levels of OHA & ODHS staff, staff of other public/private organizations national health research & policy groups	By telephone, reports, letter, email or in person	Collect, provide and discuss information; support projects; provide technical assistance, research findings; policy and programmatic recommendations;	Weekly
Analysts, team leaders and managers of behavioral health service quality measurement	By telephone, reports, letter, email or in person	Collect, provide and discuss information; support projects; provide technical assistance, research	Daily
General Public, including interested audiences and	By telephone, reports, letter, email or in person	Collect, provide and discuss information; support projects; provide	Weekly

consumers associated with quality of care measurement.		technical assistance, research findings;	
--	--	--	--

SECTION 7. POSITION-RELATED DECISION MAKING

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

This position makes detailed analytic decisions that affect the reliability, validity and value of data that is used for statewide health system transformation decisions, including management of OHA program resources, CCO oversight, and policy decisions. This position requires strong analytical skills, balanced judgment, and the ability to collaborate effectively with both staff and management to ensure that analyses serve as a foundation for informed decision-making. The candidate in this role must be capable of effectively communicating complex terminology to non-technical users and providing analysis on the potential impact of policies on current procedures within Health Analytics.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

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

Classification Title	Position Number	How	How Often	Purpose of Review
Quality Metrics, Surveys and Reporting Manager (Health Policy and Program Manager 3)	1004120 (Workday ID: 41999)	In person, virtual, email, and/or group meetings	Weekly	Provides guidance and input for the work to learn potential influence on broad agency or state policy and program goals.

SECTION 9. OVERSIGHT FUNCTIONS

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?

- | | |
|--|---|
| <input type="checkbox"/> Plan work | <input type="checkbox"/> Coordinates schedules |
| <input type="checkbox"/> Assigns work | <input type="checkbox"/> Hires and discharges |
| <input type="checkbox"/> Approves work | <input type="checkbox"/> Recommends hiring |
| <input type="checkbox"/> Responds to grievances | <input type="checkbox"/> Gives input for performance evaluations |
| <input type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> Prepares and 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.

All positions in OHA require a Criminal Background Check and an Abuse/Neglect Check. Fingerprints may be required.

Position Requires:

- Knowledge and ability to engage in equity analysis with the goal of decreasing health disparities for populations most affected by historic and contemporary injustices.
- Proven ability to be flexible and agile to navigate changing conditions and shifting priorities.
- Proven ability to exercise independent judgement and make autonomous decisions about how best to advance work to achieve defined milestones or goals.
- Knowledge of/familiarity with Oregon Legislature and legislative processes, Oregon Administrative Rules and Oregon Revised Statutes.
- Knowledge of/familiarity with Medicaid and the Oregon Health Plan (OHP) with the ability to understand various cross system terms, mandates and policies.
- Experience in a public-facing role working with community groups, committees, advocates, OHP members (or similar populations), lobbyists and law makers.
- Quantitative and qualitative problem solving ability.
- Knowledge and experience in survey design, research design, report writing, and data presentation.
- Experience with health survey research, health outcomes research, health care delivery systems research, or experience using health care expenditure, utilization and quality assurance data. Experience in producing written reports, executive summaries and fact sheets.

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

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

Operating Area	Biennial Amount (\$00,000.00)	Fund Type
----------------	-------------------------------	-----------

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

03/24/2025

Date