



STATE OF OREGON Oregon Health Authority (OHA) POSITION DESCRIPTION

Position Revised Date:
7/19/2023

This position is:

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

Agency: Oregon Health Authority
Division: Health Policy and Analytics

New Revised

SECTION 1. POSITION INFORMATION

- a. Classification Title: Operations and Policy Analyst 4
- b. Classification No: C0872 c. Effective Date: _____
- d. Position No: 1025780
- e. Working Title: Community Information Exchange Operations Lead Analyst
- f. Agency No: 44300
- g. Section Title: Office of Health Information Technology & Analytics Infrastructure
- h. Employee Name: _____
- i. Work Location (City — County): Portland - Multnomah County, Salem-Marion County, or remote
- j. Supervisor Name: Susan Otter
- k. Position: Permanent Seasonal Limited Duration Academic Year
 Full-Time Part-Time Intermittent Job Share
- l. FLSA: Exempt If Exempt: Executive m. Eligible for Overtime: Yes
 Non-Exempt Professional No
 Administrative

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.

This position resides within the Division of Health Policy and Analytics (HPA) of the Oregon Health Authority (OHA).

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 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.

HPA is organized into seven offices: the Office of Health Policy; the Office of Delivery Systems Innovation; the Office of Health Analytics; the Office of Health Information Technology & Analytics Infrastructure; the Public Employees Benefit Board and the Oregon Educators Benefit Board; the Oregon Health Insurance Marketplace, and; the Office of Business Operations. The Division is responsible for providing agency-wide policy development, strategic planning, clinical leadership, and statewide delivery system technology tools to support care coordination, health system transformation support, and health system performance evaluation reports.

This employment opportunity is within the Office of Health Information Technology & Analytics Infrastructure (OHITAI) which is part of the Oregon Health Authority (OHA). OHITAI combines HPA’s health IT, data systems, and analytics infrastructure work under one reporting structure. Several OHITAI teams provide critical support for HPA’s health analytics and metrics work. All teams play

important roles in broader OHA work related to technology, data, and systems, such as health information technology leadership, REALD and SOGI reporting, and data and IT infrastructure governance.

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:

As a Community Information Exchange (CIE) Operations Lead Analyst for the Office of Health Information Technology & Analytics Infrastructure (OHITAI), you will lead CIE program operations development, implementation, and operations for the CIE program team. This includes leading staff responsible for funding requests, budget, contracts, business analysis, and project management to support implementation of key strategic CIE initiatives.

- Community information exchange (CIE) is a network of collaborative partners using a multidirectional technology platform to connect people to the services and supports they need. Partners may include human and social service, healthcare, and other organizations. Technology functions must include closed loop referrals, a shared resource directory, and informed consent. CIE networks are foundational elements to building a more equitable system in Oregon.

The CIE program will provide CIE policy, program, and technology services to support Oregon's historic 1115 Medicaid Waiver (2022-2027) and support Oregon's Medicaid/Oregon Health Plan program. In particular, this program focuses on the use of CIE tools to manage referrals to new Health Related Social Needs (HRSN) services such as housing and food supports. Direct users of CIE through the CIE program are expected to include OHA and Oregon Department of Human Services (ODHS) staff, Medicaid fee-for-service (FFS) contractors, and community-based organizations. This position will lead work and staff to support the operational components of the CIE program include writing procurement documents, coordinating internal procurement processes, and managing contracts; overseeing business requirements with vendors; managing the program budget, including writing budgetary and funding requests; writing reports for waiver compliance; and project management. This position will have content knowledge of the CIE program development and implementation to effectively support the CIE program operations.

In this role, you will be responsible for the development of the program operations component of a new CIE program that will support the implementation of the 1115 Medicaid Waiver for HRSN services. You will work closely with senior management and partners in the development of CIE program operations, strategies, and policies. In achieving this work, you will analyze and synthesize complex, disparate pieces of information into clear, consumable concepts. You will advise senior management; and provide analysis and engage with contractors, legislators, Medicaid Coordinated Care Organizations (CCOs), healthcare organizations, community-based organizations, other state agencies, the Governor's office, and other partners.

You will represent OHA and communicate CIE program operations direction at cabinet-level meetings, before boards and commissions of other agencies and before the state legislature. This work affects the primary systems and/or programs of a number of state agencies and other government jurisdictions. The CIE program is highly visible, and of significant interest to the state legislature, multiple partner groups or constituency, and the Governor.

Additionally, you will provide strategic programmatic guidance based on analysis and research, participate in the development of informational documents and meeting materials, and work closely with other staff and consult team members on communication tools for internal, contractor, public and private sector partners. You will provide high level program operations management support for

policies and strategic planning for CIE in Oregon and for delivering new state-level CIE programs for the 1115 Medicaid Waiver to agency and partners. This includes developing and maintaining relationships with CIE contractors, CIE partners and program users, communicating with and supporting internal and external partners related to program activities, and performing and overseeing analysis and research activities related to CIE program growth and sustainability. An ideal candidate will be familiar with how to manage and operationalize programs as well as equity and inclusion strategies, and will be familiar with the use of CIE.

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
50%	N	E	<p>Program Operations Management and Design</p> <ul style="list-style-type: none"> • Serve as program operations lead / manager for the 1115 Medicaid Waiver CIE program, leading a team and a portfolio of CIE program and contract development work efforts on behalf of the OHA. • Responsible for leading, scoping, scheduling, and managing the CIE program operations team’s portfolio of initiatives and work efforts. The team includes a project manager, business analyst, and operations analyst. This includes writing procurement documents, coordinating internal procurement processes, and managing contracts (anticipate minimum of six); overseeing business requirements with vendors; managing the program budget (total anticipate \$22M over five years), including writing budgetary and funding requests; writing reports for waiver compliance; and project management. staff/ resource allocation, and, if needed, oversight of CIE program and policy efforts. • Exercise considerable independent judgment to lead the CIE program operations team. Provide leadership and oversight of program operations team members’ assigned work. Lead and manage program operations team meetings and discussions. Provide direction to OHA CIE program operations team members concerning work procedures, policies and standards for assignments. Prioritize and assign

tasks to accomplish prescribed work efficiently. Review the completeness, and quality of work and provide feedback to program operations team members, and to CIE program team management to help provide context and content for performance supervision.

- Work collaboratively with the agency 1115 Medicaid Waiver team, the broader CIE policy, program and data team, ODHS, as well as other relevant agency divisions and offices in the development, and management of the CIE program contracts, budget, and activities, ensuring alignment with overall Waiver efforts.
- Manage the work of the CIE program operations team to successfully complete program deliverables on time.
- Present evaluations and recommendations to program staff and external groups to successfully accomplish program initiatives, goals and objectives.
- Attend regular team meetings dealing with problem identification and resolution. Identify potential risks and difficulties and design strategies to mitigate or avoid them.
- Manage and monitor of program budget, schedule and performance. Identify program scope, required training and resources. Coordinate program activities with internal units.
- Manage process, documents, and lead point of contact on all activities related to procurement, contract negotiations, vendor management, invoicing, deliverable approvals, and documentation.
- Manage all efforts related to federal funding requests, such as Medicaid Enterprise Systems funding. This includes leading a team to complete appropriate parts, writing components, developing budgets, coordinate with internal partners, gather input from federal agencies, track process, preserve documents, and manage contract approvals.
- Collaborate with partners/interested parties and follow contracting guidelines to assist in development of partner agreements, contracts and statements of work.
- Review and provide feedback on partner deliverables.
- Assist in program risk identification and mitigation strategies.

			<ul style="list-style-type: none"> • Assist in task identification and work breakdown structure and dependencies. • Lead new team member on-boarding and orientation processes.
25%	N	E	<p>Communications and Management:</p> <ul style="list-style-type: none"> • Work with Director of Health IT & Analytics Infrastructure, OHITAI managers and staff members, OHA leadership on the coordinating and planning efforts to discuss and develop state policy and direction for CIE among social service partners, health care partners, and other interested parties statewide. • Coordinate closely with internal partners to ensure clear communication, deliverables, and expectations are communicated related to work with HPA operations, the 1115 Medicaid Waiver team, OIS, contracts and procurement, and ODHS. • Lead CIE program point of contact for communication efforts with federal agencies related to funding requests, such as Medicaid Enterprise Systems funding, and contract approvals. This includes staging conversations with federal contacts to discuss policy concepts and refine based upon feedback. • Work with internal and external partners who would be affected by CIE to participate in discussion forums, webinars and other bi-directional communication methods. • Prepare and facilitate presentations for local and/or national partners. • Build and maintain a strong partnership with all partners. • Participate on national committees that develop policies, legislative proposals and procedures. • Participate in the representation of the division on interagency committees, to the legislature, individuals and public groups. • Act as a resource in the assigned areas of responsibility and their relationship to other agency policies and programs.
10%	N	E	<p>Policy and Program Analysis:</p> <ul style="list-style-type: none"> • This position will have content knowledge of the CIE program development and implementation to effectively support the CIE program operations. • Provide high level, independent and comprehensive research and policy analysis on statewide CIE to assist the advancement of Medicaid 1115 Waiver goals and the goals of CIE within OHA overall.

			<ul style="list-style-type: none"> • Evaluate potential policies and weigh recommendations that would affect statewide private and public health care policy direction as it relates to community information exchange. • Evaluate data from different state and private programs and initiatives to identify trends, implementation issues, and overall support statewide (public sector and private sector) for proposed policies. • Facilitate needed workgroups to identify, review and analyze CIE needs and policies that could impact the program. Formulate recommendations to management. • Learn, interpret and maintain knowledge of relevant federal and state administrative rules and regulations. Perform policy analysis on and prepare assessments of federal, state, and local policies, statutes, and administrative rules that govern CIE and prepare assessments of such policies in developing reports and recommendations as relates to program needs and direction to policy makers, Medicaid 1115 Waiver team, OHITAI director and staff, HITOC, and OHA. • Analyze the purpose and goals of administrative rules and rule making process, interpret meaning of "plain language," statutory requirements for rule clarity and simplicity, and the writing of legally defensible rules as could impact program design and implementation. Evaluate analysis findings and prepare consultative advice and/or recommendations; and ensure statutory compliance. • Independently prepare analysis briefs and other informational tools for use by the Health IT Oversight Council (HITOC), the Oregon Health Policy Board, OHA, ODHS, Office of Information Services (OIS), Equity and Inclusion Division (E&I), Health Systems Division (HSD), and others. • Monitor and evaluate legislative proposals that may impact program or project; initiate and/or coordinate legislative changes to support policy changes. Write suggested draft language for legislative bills. Coordinate or write reports outlining impact of legislative proposals on operations.
10%	N	E	<p>Serve as a key advisor and subject matter expert for CIE</p> <ul style="list-style-type: none"> • Serve as a key advisor and subject matter expert internally and externally on CIE functions, scope, budget, and contracts. • Provide policy, technical, and programmatic support to the OHA, ODHS, OHCS leadership, 1115 Waiver Leadership, committees, and the Oregon Health Policy Board.

			<ul style="list-style-type: none"> • Serve as a subject matter expert internally and externally on CIE. • Serve as consultative expert on how CIE may be utilized for improvement of services.
5%	N	E	Other duties as assigned
Ongoing	N	E	<p>Collaboration and Operations</p> <ul style="list-style-type: none"> • Demonstrate understanding of health inequities and support OHA's efforts to identify and eliminate health inequities. • Work collaboratively and proactively with community partners, contractors, grantees, advocates, and people throughout OHA and ODHS. • Engage in effective team participation through willingness to assist and support co-workers, supervisors, and other work-related associates. Develop good working relationships with division and agency staff through active participation in group projects and in identifying and resolving program, systems, and operational needs through a solution-based equity framework. • Create and maintain a work environment that fosters and promotes the importance and value of a diverse, discrimination-free, and harassment-free workplace. Contribute to an environment where the knowledge and skills that staff of color, staff with lived experience, and staff who have directly received services delivered by the OHA such as Oregon Health Plan, Substance Use Disorder, and Mental Health services, etc. are valued and welcome in the overall work of OHA. • Demonstrate recognition of the value of individual and cultural differences; create a respectful work environment, welcoming of diversity, where talents and abilities are valued. Consistently treats customers, partners, vendors, and co-workers with dignity and respect. • Demonstrate understanding and applying principles related to health equity in research, data collection, data analysis and communication. • Demonstrate commitment to professional development related to cultural competency, ongoing development of personal cultural awareness and humility.

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.

Physical working conditions normally consist of those in a standard office environment. Must be able to lift 40 lbs (equivalent to a box of printer paper).

Occasional in-state and out-of-state travel required.

Occasional evening and weekend work required.

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 OHA Administrative Rules and Policies, and Administrator's manual and budget instructions, Procurement and Contracting rules and policies
- 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's 1115 Medicaid Demonstration Waiver; 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.
- Oregon Health Information Technology Oversight Council Charter (HITOC) and Meeting Materials, and ORS 413.300-413.310; Office of the National Coordinator for Health Information Technology (ONC) regulations, Standards Advisories, Guidance, and Reports; State Medicaid Health Information Technology Plan (SMHP) and State Medicaid Director Letters as appropriate, Medicaid APDs
- HPA & OHITAI Office Procedures

b. How are these guidelines used?

This position will use these guidelines to recommend policies that impact public policy and complex statewide issues. The position provides valuable analysis which will enable leadership to make policy decisions of far-reaching consequences (e.g., agency and statewide). Guidelines provide structure and guidance for performing the job, which entails considerable judgment and independent reasoning. These references are used to identify the requirements, constraints or barriers related to areas under study to understand how health policy and recommended health care policy will impact the public and private sectors; to identify areas requiring legislative change and/or to identify areas that require federal waivers to allow implementation of proposed options.

New issuances must be studied for any applicable changes, and recommendations formed on how to incorporate changes into the relevant project activities. These reference materials are used to ensure that project complies with federal requirements; Oregon rules and agency procedures and project management methodology best practices.

The person in this position must be knowledgeable of overall program intent as well as comprehensive, technical knowledge about Oregon's current and prior 1115 Medicaid Demonstration Waivers.

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 DAS, OHA, ODHS, and staff of other public and private organizations and national health research and policy groups	By telephone, electronic mail, letter or in person	Collect, provide and discuss information; manage projects; provide consultative advice, research findings, collaborate on legislative or policy changes related to the health policy.	Daily
OHITAI Management Staff	Phone/Person/Written	Info/issues	Daily
OHITAI staff	Phone/Person/Written	Info/issues	Daily
CIE Policy & Program Manager	Phone/Person/Written	Info/issues/seek direction	Daily
Internal OHA & ODHS Project Partners	Phone/Person/Written	Info/issues	Daily/Weekly
CMS	Phone/Person/Written	Collect, provide and discuss information; manage projects; provide consultative advice, research findings, collaborate on legislative or policy changes related to the health policy.	Monthly
Representatives of the social services and health care industry	By telephone, electronic mail, letter or in person	Collect, provide and discuss information; manage projects; provide consultative advice, research findings, collaborate on legislative or policy changes related to the health policy.	As Needed
Vendors/contractors	By telephone, electronic mail, letter or in person	Collect, provide and discuss information; manage projects/contracts	Daily
Governor's staff, Legislative and other community leaders and their staff	By telephone, electronic mail, letter or in person	Collect, provide and discuss information; manage projects; provide consultative advice, research findings, collaborate on legislative or policy changes related to the health policy.	As Needed
General Public	By telephone, electronic mail, letter or in person	Collect, provide and discuss information; manage projects; provide consultative advice, research findings, collaborate on legislative or policy changes related to the health policy.	Monthly

SECTION 7. POSITION-RELATED DECISION MAKING

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

The employee is typically delegated responsibility to develop and manage contracts as well budgetary options to inform leadership. The employee is typically delegated responsibility to plan and manage analysis of various policy options and development of programmatic options. The employee typically plans, schedules, and oversees collaborative activities among HPA, HSD, ODHS, and other partners including other state agencies, contractors, and external parties. The employee decides whether to broaden or narrow the scope of projects. Findings and recommendations are normally accepted without significant change. This position is responsible for keeping informed of the progress of related projects occurring within the Oregon Health Policy Board (OHPB), HITOC, and OHA/ODHS. The position must often choose among concurrent projects and identify those that have high priority to the OHA, OHPB, Governor's office and others that play a significant role in health care policy.

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
OHA Director of HIT & Analytics Infrastructure	1010453	In person/Phone/Written	Daily/Weekly/As needed	Reviews the work for potential influence on broad agency and program goals.
CIE Policy and Program Manager	1025779	In person/Phone/Written	Daily/Weekly/As Needed	Work Product Review/Direction

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 checked="" type="checkbox"/> Plan work | <input checked="" type="checkbox"/> Coordinates schedules |
| <input checked="" type="checkbox"/> Assigns work | <input type="checkbox"/> Hires and discharges |
| <input checked="" type="checkbox"/> Approves work | <input checked="" type="checkbox"/> Recommends hiring |
| <input type="checkbox"/> Responds to grievances | <input checked="" 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.

- This is a multi-faceted position demanding research, analytical and writing skills, a detailed knowledge of Agency rules, policies, procedures, and the ability to carry out multiple assignments with little direction and meet deadlines.
- Experience in leading a team in program operations development, including delegation of duties and deliverables.
- Experience writing procurement documents, negotiating contracts, and managing contracts.
- Experience managing and tracking a budget.
- Experience writing and managing the processes around federal funding requests, policy option packages, or grants.
- Demonstrated project management experience, including an ability to effectively manage project timelines, plans and deliverables.
- Experience reporting on program compliance.
- Experience in business analysis.
- Experience with CIE: knowledge of the major and/or emerging CIE platforms, their typical capabilities, their workflows and how they are used, and their limitations.
- Experience building and maintaining relationships with key partners.
- Demonstrated ability to convene, lead, and facilitate workgroups or cross-organizational projects or program groups, with the ability to gain consensus among members with diverse views.
- Experience in advancing health equity, addressing systemic health disparities and collaborating with diverse, vulnerable and underrepresented populations.
- Strong working knowledge of healthcare and/or social services policy and environment.
- Excellent communication and presentation skills.
- Proficiency in Microsoft Office including Excel, Word, PowerPoint and Outlook.
- Knowledge of state and federal healthcare policy and HIT-related federal programs, including Medicaid, HITECH Act programs, and programs of the Office of National Coordinator for HIT (ONC).
- Ability to conceptualize and complete projects independently.
- Proficiency in oral and written communications.
- Ability to read, comprehend and interpret complicated rules, regulations, policies and procedures.
- Ability to analyze systems, identify problems and recommend solutions.

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
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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