



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:

Agency: Oregon Health Authority

Division: Oregon Public Health Division

☒ New ☐ Revised

This position is:

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

SECTION 1. POSITION INFORMATION

- a. Classification Title: Office Specialist 2
- b. Classification No: C0104 c. Effective Date: _____
- d. Position No: 1010000
- e. Working Title: Record Management Coordinator
- f. Agency No: 44300
- g. Section Title: Oregon State Public Health Laboratory (OSPHL) -
- h. Employee Name: _____
- i. Work Location (City — County): Hillsboro - Washington
- j. Supervisor Name: Sheri Hearn
- 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

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

The Oregon Health Authority (OHA) is the organization at the forefront of lowering and containing costs, improving quality, and increasing access to health care in order to improve the lifelong health of Oregonians. OHA is responsible for most state health services and for implementing the health care reforms in House Bill 2009. OHA is overseen by the nine-member citizen Oregon Health Policy Board working toward comprehensive health and health care reform in our state.

The OHA mission is helping people and communities achieve optimum physical, mental and social well-being through partnership, prevention and access to quality, affordable health care. OHA's work is organized into three broad goals: Improve the lifelong health of all Oregonians, increase the quality, reliability and availability of care for all Oregonians and lower or contain the cost of care so it is affordable to everyone.

Public Health Division's vision is: Lifelong health for all people in Oregon.

Our mission is: Promoting health and preventing the leading causes of death, disease and injury in Oregon.

The Division is aligned with the Oregon Health Authority's core values of partnership, service excellence, leadership, integrity and health equity. 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 stakeholders 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

The Public Health Division's goals are to:

Make Oregon one of the healthiest states by preventing tobacco use; decreasing obesity/overweight; reducing suicide; preventing or reducing heart disease and stroke and increasing survivability; preventing family violence and increasing community resilience to emergencies.

Make Oregon's public health system into a national model of excellence by transforming the public health system through accreditation; supporting coordinated care organizations (CCOs) in achieving community health goals; increasing the use of health impact assessments as a tool in communities; establishing mechanisms that ensure health in all policies; and maintaining excellence in epidemiology and surveillance.

The **Oregon State Public Health Laboratory** (OSPHL) supports the OHA mission through the following statewide and multi-state activities:

- Medical laboratory tests for state and local health department disease control programs for purposes of disease diagnosis, prevention, surveillance, and treatment.
- Tests for food, water and other environmental samples for evidence of microbial contamination.
- Testing of newborn babies for genetic disorders of body chemistry which can cause severe mental retardation or death if undetected.
- Providing highly specialized reference tests which are unavailable elsewhere, especially for diseases of public health significance (rabies, anthrax, botulism, tuberculosis, *E. coli* typing, etc.)
- Responding to public health emergencies, including outbreaks of infectious diseases and bioterrorism.
- Assuring, through regulation, the quality of testing in 2500 medical, environmental, and drug screening laboratories throughout Oregon.

Size and scope: The OSPHL is one of the five sections in the Center for Public Health Practice, with 79 FTE. It encompasses three statewide programs: Communicable Disease Testing, Newborn Screening, and Laboratory Compliance. The laboratory performs 26.5 million tests on 800,000 human specimens per biennium, including newborn screening of all infants born in Oregon, Alaska, Hawaii, Idaho and New Mexico. The OSPHL's samples come from 34 local health departments and 68 hospital and clinic labs in Oregon, as well as 3,000 individual medical practitioners in the region. In addition, the private medical laboratories which the OSPHL regulates perform a combined 65 million medical tests per year and the environmental labs which it certifies monitor the safety of drinking water for three million people. The OSPHL is also responsible for emergency laboratory response to biological and chemical threats throughout Oregon.

Who's affected: The entire Oregon population is potentially affected by the OSPHL's work, including all newborn babies and their families, everyone who drinks water from a public system, anyone who has a medical test performed, and whole communities at risk of infectious diseases.

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:

This position follows policies and procedures established to manage laboratory records and respond to requests for records and data from researchers, clients, and members of the public. This position will also assist in establishing an electronic records management system at the OSPHL.

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
-----------	--------	------	--------

55%	N	E	OSPHL Records Custodian • Respond and track requests for patient records, public records, information, and data from the Oregon State Public Health Laboratory (OSPHL). • Monitor and respond to requests for specimens, including requests from research groups, individuals, or public health partners. Manage the release of specimens following established procedures. • Respond to inquiries from staff about the retention time of records or specimens, or records management. • Assist with updating the OSPHL Record Management policy, procedures, and training. • Ensure that laboratory records are created, managed and destroyed in compliance with state and federal public records laws and laboratory accreditation requirements. • Ensure that personnel and employee health records are created, managed, and destroyed in compliance with OHA / DHS HR policies, Oregon-OSHA, and laboratory accreditation. • Follow-up on and Report HIPAA disclosures according to ISPO policies.
15%	N	E	Electronic Record Management • Assist with establishing an electronic record management system for the Oregon State Public Health Laboratory that complies with the Oregon Public Records Law.
15%	N	E	Consultation and Training • Provide consultation and training to OSPHL management and staff regarding record management best practices. • Provide consultation for the OSPHL management team regarding the release of records or data in compliance with the Oregon Public Records Law and the Oregon Genetic Privacy Law. • Attend Oregon Public Law conference and assist with incorporate useful lessons into OSPHL staff training.
15%	N	E	Other Duties as Assigned • Carries out projects related to record management, including planning and coordination as assigned by manager or the Laboratory Director. • Prepares and submits reports and recommendations upon request. • May volunteer or be asked to participate on Quality Assurance or Safety Committees to represent administrative staff.

At All Times	NC	E	Consistently treats customers, stakeholders, partners, vendors and co-workers with dignity and respect. Creates and maintains a work environment that is welcoming and respectful of diversity. Sets clear guidelines and models expected professional behaviors.

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.

This work will need to be conducted onsite in a clinical laboratory setting that includes the following hazards:

1. Potential exposure to infectious and chemical agents and physical hazards as found in a biosafety level 2 and 3 clinical laboratory including possible exposure to sera (blood and body fluids) and other specimens with potential for infection by hepatitis, HIV, and other bacterial, viral, rickettsial, and fungal pathogens and toxins.
2. Possible exposure to toxic chemicals.
3. Daily computer use.

Routine exposure to these hazards is not expected for this position.

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:

1. Oregon State Public Health Laboratory's Standard Operations Policy and Procedure manuals
2. OHA policies and procedures
3. College of American Pathologists and CLIA (Federal/USDHHS) regulatory requirements
4. Oregon Revised Statutes and Oregon Administrative Rules
5. Oregon Genetic Privacy Law and Oregon Public Records Law

b. How are these guidelines used?

1. They are used to design and maintain an electronic record management system and as reference for managing other records.
2. They are used to recommend record management system or process changes.
3. They are used to ensure compliance with legal and accreditation requirements.

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?
OSPHL Management Team	In person, email, telephone	Routing and responding to requests for records and data. Development of automated systems to handle routine requests.	Daily
OSPHL staff	In person, email, telephone	Develop and implement record management system, provide training. Respond to questions.	Daily
OHA Records and Litigation Coordinator	Email, telephone	Responding to public records requests.	Weekly
OSPHL clients	Email, telephone	Responding to requests for testing records. Supporting electronic record exchange systems. Correcting errors in patient demographic data and issuing corrected reports.	Daily
Members of the public	Telephone	Relay process for requesting records or specimens from OHA or the OSPHL.	As needed
ISPO	Email; Telephone	Report HIPAA disclosures and respond to requests for information	As needed

SECTION 7. POSITION-RELATED DECISION MAKING

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

Decisions are based on independent judgement regarding the timing and urgency of responding to requests for records and specimens and how to respond to requests for information. This position will decide whether to release records and specimens according to written policies. This position will recognize problems with record management systems and recommend improvements.

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
PHM 2	1026440	Observation; Review records and summary reports; client survey; Regular check in meetings	Weekly	Review work to ensure program and client needs are being met, Address problems, adjust policies, monitor progress

SECTION 9. OVERSIGHT FUNCTIONS

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

How many employees are supervised through a subordinate supervisor? NA

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

- | | |
|--|---|
| ☐ Plan work | ☐ Coordinates schedules |
| ☐ Assigns work | ☐ Hires and discharges |
| ☐ Approves work | ☐ Recommends hiring |
| ☐ Responds to grievances | ☐ Gives input for performance evaluations |
| ☐ Disciplines and rewards | ☐ 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 position requires good oral and written communication skills, the ability to prioritize work, and perform multiple functions, good public relations skills to deal with coworkers and wide range of professionals in the laboratory and the medical community.

Experience communicating medical information is desired.

Experience with Microsoft Office products (Word and Excel) is required.

Experience with interoperability or health information exchanges is desired.

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	Date