

STATE OF OREGON

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Αg	jency: (Oregon He	alth Author	ity				⊠ Classi		
Division: Oregon Pu		ublic Health Division			Mgmt	ssified Itive Servio Svc – Sup Svc – Mai	ervisory			
			New	⊠ Revis	sed			•	Svc – Cor	•
SE	CTION 1.	POSITIO	N INFORM	ATION						
a.	Classifica	ation Title:	Operation	s and Polic	y Analyst 3					
b.	Classifica	ation No:	C0872				c.	Effective [Date: <u>07/</u>	01/2009
d.	Position I	No:	1002967;	000000022	2330					
e.	Working	Title:	OVERS C	perations a	and Business	Analyst				
f.	Agency N	No:	44300							
g.	Section 7	Title:	Center for	· Health Sta	ntistics					
h.	Employe	e Name:	Vacant							
i.	Work Loc	cation (City	— County): <u>Portlan</u>	d Multnomah	1				
j.	Supervise	or Name:	Marsha Ti	rump						
k.	Position:	⊠ Perma ⊠ Full-T		☐ Seaso ☐ Part-T		☐ Limite		ouration ent		emic Year Share
I.	FLSA:	⊠ Exem ☐ Non-E	pt Exempt	If Exempt:	☐ Executive ☐ Profession ☐ Administ	onal	m. I	Eligible for	Overtime	e: ☐ 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.

Oregon Health Authority

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. The agency is comprised of eight divisions: Agency Operations, Equity and Inclusion, External Relations, Fiscal and Operations, Health Policy and Analytics, Health Systems, Oregon State Hospital and Public Health. The Oregon Health Policy Board (OHPB) serves as the policymaking and oversight body of OHA and is responsible for working towards comprehensive health reform in our state. The nine-member board is comprised of community members from across the state who have an interest in health and health care and have strong relationships with the communities they represent.

OHA Vision: A healthy Oregon.

OHA Mission: Ensuring all people and communities can achieve optimum physical, mental, and social well-being through partnerships, prevention, and access to quality, affordable health care.

To fulfill OHA's vision and mission, the agency is developing a strategic plan with a single overarching goal: eliminate health inequities in Oregon by 2030.

OHA definition for Health Equity:

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.

Core Values: Health Equity, Service Excellence, Integrity, Leadership, Partnership, Innovation, and Transparency.

The Center for Health Statistics

The Center for Health Statistics is the State of Oregon's vital records and statistics program operating under the State Registrar. The Center for Health Statistics functions within the Center for Public Health Practice under Oregon's Public Health Division and is responsible for registering, certifying, amending, and issuing Oregon vital records. This program has been identified as mission critical for the Public Health Division.

"Vital record" means a report of a live birth, death, fetal death, marriage, declaration of domestic partnership, dissolution of marriage or domestic partnership and related data that have been accepted for registration and incorporated into the official records of the Center for Health Statistics. The Center for Health Statistics is an ongoing operation or function that encompasses the agency's mission, objectives, and goals and has a clearly identifiable statutory and budget authority under Oregon Revised Statute 432, which requires that all vital events be permanently recorded and registered by OHA. These are the legal records documenting a vital event and, in the case of birth certificates, are the primary documents used to establish identity.

The Center for Health Statistics is responsible for:

- Maintaining approximately 6.5 million vital records. Birth and death records have been filed with the state since 1903 and fetal death records since 1919. Marriage records have been filed since 1906 and divorce records since 1925. Approximately 130,000 vital events occur in Oregon each year and must be registered with the state.
- Completing legal changes to vital records that must be documented and tracked. Approximately 36,500 changes to vital records occur annually.
- Issuing certified copies of vital records to customers who need these legal documents to complete essential life tasks. Approximately 141,000 certificates are issued annually.

- Compiling and analyzing the data from vital records. This data is used at the state and national level
 for program planning and policy development. The Center for Health Statistics is the primary source
 of data used for measuring key health indicators found in many health indicators projects and state
 and national health assessments to identify and address health inequities.
- Maintaining and modernizing the electronic vital records system known as OVERS (Oregon Vital Events Registration System). This mission critical system provides a secure web-based environment that supports robust, stable, and flexible operations for all vital records and statistics operation in the state.
- Engaging our partners to ensure the state has a strong vital records and statistics system by providing training, publishing monthly newsletters, maintaining our web site, completing reviews, and sharing information on all new laws, policies and procedures related to vital records.
- 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 provide operational and business analysis for the Oregon Vital Events Registration System (OVERS) Program. This includes evaluating the Center for Health Statistics operations for effectiveness and efficiency and plan or design improvements via enhancements to OVERS functionality, business processes, and program operations. This position consults with senior management on the improvement planning process and methods. This position effects change through project management and performs legislative and policy analysis, such as implementation of REALD standards for vital records, new legislation on collection of deaths for homeless individuals, free birth certificates for persons who are homeless, free certificates in response to emergency declarations, collection of COVID vaccines on birth records, collection of planned out of hospital births, new disposition of remains for death records and Fast Healthcare Internet Resources (FHIR) standards.

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" € 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
30%	R	E	Operational Research and Evaluation
			 Plan, manage, and lead Center for Health Statistics (Center) operations and improvements to modernize Oregon's vital records and statistics system (OVERS), Center operational business processes, programs and services.
			Evaluate technology systems, operational business processes, Program operations and services for the Center.

- Establish criteria to identify and measure effectiveness and to improve operations.
- Develop processes for systematic organizational improvement,
 Collect and analyze data and recommend policy or operational changes.
- Streamline and automate workflow and performance in Programs across the Center through improvements to technology systems, business operations, and services.
- Recommend and plan actions to bring about compliance with state laws, rules, policies and procedures, national standards, and Center goals.
- Develop plans and long-term goals and objectives for implementation of OVERS Program and Center operational improvements.
- Consult with manager and senior management on improvement planning process and methods.
- Monitor and track program, technology system, and operational data.
- Implement plans.
- Manage and lead OVERS Program and Center operational strategic planning initiatives.
- Align initiatives with strategic direction, goals, and objectives to ensure that solutions provide the most benefit to the Center, Agency, state and local agencies, state and federal partners, researchers, data providers, and the public.
- Consult with manager and senior management on strategic planning process and methods organizational improvements.
- Lead and facilitate planning meetings with cross functional and interdisciplinary teams.
- Guide manager and senior management in formulating performance measures and evaluating data for OVERS Program and Center Programs.
- Integrate measures and their use into OVERS Program and Center business processes.
- Validate improvements, track, and monitor results from measurements.

			Provide summary report with recommended actions to manager.
			 Coordinate with contract experts (OHA Office of Contracts and Procurement and DAS Procurement Services) to prepare contracts and agreements. Monitor contract progress and compliance.
			 Develop the OVERS Program desk manual of Standard Operating Procedures (SOP)/job aids, systems, instructions, and forms for operational efficiency. Update documents as needed to streamline business processes
			 and enhance continuity plans (COOP). Share information related to OVERS maintenance, enhancements and user support with Center management and staff, Agency staff,
			 data providers, federal partners, and the public. Prepare and make formal presentations as needed.
25%	R	E	 Plan, manage, and lead the modernization of OVERS, business processes, and operations to in support of system interoperability, data exchange, and implementation of REALD/SOGI standards implementation across the state and federal public health landscape.
			 Liaise with diverse audiences to identify system and data-related needs and context. Support development of culturally sensitive, accessible reports and interpretations.

Collaborate with Office of Information Services (OIS) staff, Center management and staff, Agency staff, partners, and technology vendors to evaluate existing OVERS. Plan and implement enhancements. Coordinate transition from old to new technology in OVERS. Duties include, but are not limited to: Analyze Center operational processes, issues, gaps, goals, and objectives. • Identify data requirements. • Design OVERS enhancements or system specifications based on evaluation. Study feasibility and compare costs and benefits of modifying OVERS. Recommend acceptance of new enhancements to existing OVERS. • Develop and manage of vendor work orders, internal work requests, and dynamic reports. Test functionality and report defects to technology vendors. • Configure OVERS to ensure system is operating according to specifications and requirements. Create system change documentation. Maintain documentation of system specifications and business processes. Coordinate data access for Center and Agency programs. Develop and maintain operational (job aid) manuals Train staff in use of new functionality. • Continue to identify, develop, and implement business operations process improvements. Consult with manager, Center management and staff, and Agency staff on processes to maintain system security and confidentiality of records. Duties include, but are not limited to: Facilitate secure user access and use of OVERS. • Update user roles to conform with laws, rules, policies, and procedures. Solve confidential access problems. • Recommend methods to control access. • Continue to identify, develop, and implement business operations process improvements. 20% R Ε **Policy and Legislative Analysis** Plan, manage, and lead vital records and statistics policy and legislative activities to formulate policy and design Center

			operations in support of efforts to modernize OVERS Program and Center operations and services,
			 Advise Center management on benefits of different policy options. Analyze policy proposals and recommend Center action based on probable political and public reaction to changes in policy.
			 Interpret and explain laws, rules, policies, procedures and national standards to Center management and staff, Agency management and staff, partners, professional organizations, and the public as they relate to OVERS and associated Center business and operations processes.
			Guide Center staff, Agency staff, and partners in the correct application of OVERS security requirements and state law related to confidentiality of vital records.
			Monitor state and federal legislation.
			Review and analyze bills introduced during legislative session.
			 Evaluate impact on OVERS and Center business operations. Work with manager and Center management to support bill analysis and agency testimony for state legislation.
			 Recommend changes in state legislation to bring about needed changes to OVERS Program and Center operations.
			 Propose changes in OVERS functionality or Center operations and business processes to implement new law or policy.
			 Identify legislative and executive intent through research and review impact of policy decisions.
			 Provide summary report with recommended actions to manager and Center management.
20%	R	E	Project Management
			Plan, manage, and lead OVERS and Center operational improvement projects. Duties include, but are not limited to: • Determine project scope, timeline, required training, and resources.

			 Recommend project budget and spending plan. Identify potential risks and design strategies to mitigate or avoid them. Collaborate with manager, Center and Agency staff, and partners to develop a technology vendor or contractor statement of work. Obtain bids from technology vendors or contractors. Manage project steps to cause participation by project team and other participants. Monitor and track project budget, schedule, and performance. Coordinate project activities with Center staff. Administer or manage project contracts. Monitor and evaluate technology vendor or contractor performance. Recommend changes to project plan in response to unforeseen changes or unexpected results. Obtain approvals to proposed changes in project scope, quality, budget, or schedule. Verify quality of project deliverables. Act as project manager on special projects for Center and PHD-related projects.
5%	R	NE	Other duties as assigned
			Complete other duties as assigned by manager.
			Serve on Center, PHD, state, and national committees and workgroups.
			Member of the National Association of Public Health Statistics and Information Systems (NAPHSIS) meetings. Attend meetings and report findings to manager, and Center management, and Program staff
At All Times	R	Е	Demonstrate recognition of the value of individual and cultural differences; create a work environment where talents, abilities and experiences of others are valued. Consistently treats Tribes, community members, partners, co-workers, vendors, patients and consumers with dignity and respect. Create and Maintain an inclusive environment for all staff.
Ongoing	R	E	Commitment to ongoing personal and professional development on the topics of anti-racism, elimination of health inequities, trauma- informed and resiliency practices, social determinants of health and equity, universal accessibility and development of diverse and

	inclusive work environments. Participation in equity focused trainings, resource groups, and workgroups.	
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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 work of the Center is mission critical. Due to the nature of the duties for this position, 100% of the work is conducted in the office at the Portland State Office Building located at 800 NE Oregon Street, Portland five days a week during standard office hours for the first 6 months working in the position. Remote work, no more than three to four days per work week, may be considered after working in the position for 6 months if remote work meets business and operational needs. Remote work may also occur on occasion in the event of emergency or closure.

Remote working conditions would be a combination of office and remote locations, with full access to needed operating systems and technology in either location. When remote, employee must follow DAS HR Policy 50.050.01 Working Remotely and OHA Operations Policy OHA-010-023 Flexible Work Solutions

The remote work will be assessed regularly to determine if remote work continues to meet business and operational needs. In addition, the remote work environment will be assessed regularly to determine suitability to the work. There are times when the work must be conducted on site.

Daily use of personal computer and associated local and network environments, telephones, copiers, scanners, fax machines, and other office equipment. Extended time using a computer and sitting at a desk. Limited physical exertion; some light lifting, reaching, and stooping. Work is ongoing and tasks or projects often must be completed simultaneously with short or varying timelines for completion. Due to daily deadlines, volume of work, and the need to key and retrieve data, the ability to type quickly and accurately using various data processing tools is required. Employee works with confidential and sensitive records and information.

Regular in-person, telephone, videoconferencing, or written contact with agency and Center personnel and external partners; occasional with the public. Meetings do occur, and attendance is required. One-on-one meetings with other staff in the Center will occur, as well as meetings with immediate supervisor and other managers. Sometimes deals with challenging external partners and situations.

Employee may be required to use a state vehicle to conduct business; must have a valid driver's license and acceptable driving record or be able to provide suitable 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:

National Center for Health Statistics Federal Standards

Oregon Revised Statute 432

Oregon Administrative Rule 333

OHA, PHD, and Center for Health Statistics policies and procedures

DAS HR Remote Work Policy

State HR Policy 50.050.01 – Working Remotely

OHA Remote Work Policy and guidelines

- Operational Policy OHA-010-023 Flexible Work Solutions
- OHA Remote Work Guide

OHA Employee Handbook

OVERS System Documentation

Business Analysis Body of Knowledge (BABOK) Guide

Project Management Body of Knowledge (PMBOK) Guide

OVERS Program Desk Manual

b. How are these guidelines used?

OHA Employee Handbook and policies and procedures, and CHS policies and procedures, are used daily and relate to the general employee operations and business.

Center for Health Statistics statutes and rules relate to vital records administration are used as needed. These are the laws and rules that govern the administration of vital records in the state. Employee needs to be aware that policies do exist related to vital records.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work Program, 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?
Center management and personnel	In-person, telephone, video conference, or written (letter, email, fax, other electronic).	Coordination, policy development, planning, consultation, information exchange, system specifications and performance.	Frequent
Office of Information Services personnel	In-person, telephone, video conference, or written (letter, email, fax, other electronic).	Plan and coordinate projects, ensure compliance with technical/security specifications, resolve technical issues, clarify guidelines, consultation, information exchange, system specifications and performance.	Frequent
Technology vendors	In-person, telephone, video conference, or	Coordination, consultation, information exchange, system specifications and performance,	Frequent

	written (letter, email, fax, other electronic).	resolve issues, project planning and implementation.	
OVERS users	In-person, telephone, video conference, or written (letter, email, fax, other electronic).	Coordination, consultation, guidance, information exchange, resolution of issues, system specifications and performance.	Frequent
		Answer Help Desk calls. Provide consultation and technical support on OVERS.	
OHA management and personnel	In-person, telephone, video conference, or written (letter, email, fax, other electronic).	Coordination, policy and program development, provide guidance and consultation, recommend policy, planning, information exchange, system specifications and performance.	Regular
		Coordinate interrelated Agency/division/department information systems activity.	
PHD management and personnel	In-person, telephone, video conference, or written (letter, email, fax, other electronic).	Coordination, policy and program development, provide guidance and consultation, recommend policy, planning, information exchange, system specifications and performance.	Regular
		Coordinate interrelated Agency/division/department information systems activity.	
Other state agencies, personnel, and organizations	In-person, telephone, video conference, or written (letter, email, fax, other electronic).	Coordination, policy and program development, provide guidance and consultation, recommend policy, planning, information exchange, system specifications and performance.	Regular
County Vital Records personnel	In-person, telephone, video conference, or	Coordination, provide guidance and consultation, recommend policy, planning, information exchange,	Regular

	written (letter, email, fax, other electronic).	system specifications and performance.	
Federal Agency personnel	Telephone, video conference, or written (letter, email, fax, other electronic).	Coordination, consultation, information exchange, system specifications and performance.	Regular
Other State vital records personnel	In-person, telephone, video conference, or written (letter, email, fax, other electronic).	Coordination, consultation, information exchange, system specifications and performance.	Regular
Hospitals, Medical Examiners, Funeral Homes, doctors and other health care professionals,	In-person, telephone, video conference, or written (letter, email, fax, other electronic).	Consultation, guidance, resolution of issues, project coordination, information exchange, system specifications and performance.	Regular
Public	In-person, telephone, video conference, or written (letter, email, fax, other electronic).	Consultation, guidance, resolution of issues, information exchange	Occasional

SECTION 7. POSITION-RELATED DECISION MAKING

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

Job-related decision-making occurs daily and affects the success of the OVERS Program. Decisions are made related to appropriate level of defect, details to provide, timelines to propose for delivery of the remedy, workarounds, and other actions that affect internal and external users of the OVERS system.

Problem-solving with customers daily is also an important area of decision-making. Determining which workarounds will meet the Center's business needs and the needs of the customer leads to successful use of the system and loyal external users.

Employee makes decisions regarding the most efficient way to organize/complete work. Employee utilizes knowledge of agency, office and program policies and procedures, and laws and rules, to respond appropriately to questions, to follow the appropriate process in following up on requests for assistance, identifying problems and proposing solutions. Employee's skill in making these decisions affects the appropriateness and efficiency of problem solving within the office, the appropriate response to problems within his or her area of expertise, how smoothly the work of the Program gets done, and how quickly and appropriately the internal vital records partners and customers are served.

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
PHS2	1004244	One-on-One Meetings or Discussions	Daily to weekly, or as needed	Set priorities, assign work, address challenges, measure progress to goals.
PHS2	1004244	Program Meetings	Weekly	Discuss work plans, solve Program-wide issues, identify better processes, review status of work, prioritize tasks to current resources, answer questions.
PHS2	1004244	Performance Accountability and Feedback discussion in person and in writing	Quarterly	Set performance and development goals. Check in on status of performance and development goals. Evaluate performance, provide feedback, resolve problems. Assess work needs, review status of work. Review policies and procedures. Update Position Description.

a.	How many employees are directly	y supervised by this position?	0			
	How many employees are superv	vised through a subordinate supervisor?	0			
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 evaluati	ions			
	☐ Disciplines and rewards	Prepares and signs performance eva				

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.

Registration in the Health Alert Network (HAN) to receive important public health alerts and emergency notifications.

DESIRED ATTRIBUTES:

- Experience communicating effectively, orally and in writing, across different levels of an organization, including internal and external partners.
- Experience building collaborative relationships with coworkers and partners by planning and staffing engagement opportunities to enhance technology systems and business operations.
- Experience preparing and presenting highly complex technical material and issues to nonspecialists.
- Experience working productively with many priorities, competing deadlines, and simultaneous assignments.
- Extensive experience with business analysis, project management, and change control management principles and methods.
- Extensive experience establishing long-range objectives and strategies and actions to achieve them.
- Extensive experience developing and implementing quality improvement processes and procedures.
- Experience with contract administration, procurement, and vendor management.
- Extensive experience with computer systems, databases, end user and technical documentation, and data quality management.
- Knowledge of legislative processes.

- Experience interpreting, applying, and explaining laws, rules, policies, and procedures affecting assigned work.
- High-level of proficiecy in MS Office suite (e.g., Word, Excel, Teams, Visio), tracking or file management software (e.g., Smartsheet) and knowledge or experience with interactive data visualization software (e.g., Tableau).
- Experience adhering to highest standards of privacy, security and confidentiality laws, policies, procedures, and guidelines.
- Strong team player skills, including the willingness to listen, collaborate, share information, and contribute to the team's success.
- Ability to receive feedback to ensure continuous professional growth.
- Experience creating, promoting, welcoming, and maintaining a culturally competent and diverse work environment.

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.

Employee Signature Date Supervisor Signature Date Appointing Authority Signature Date

SECTION 12. SIGNATURES