



STATE OF OREGON — OHA POSITION DESCRIPTION

Position Revised Date:
1/3/2024

Agency: Oregon Health Authority

Division: Health Policy and Analytics

☐ 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: | Operations & Policy Analyst 3 | b. Classification No: | X0872 |
| c. Effective Date: | 1/3/2022 | d. Position No: | 1021287 |
| e. Working Title: | Health Care Provider Incentives and Project Coordinator | f. Agency No: | 44300 |
| g. Section Title: | Workforce Clinical Services and Integration - HPA | | |
| h. Employee Name: | | | |
| i. Work Location (City – County): | Portland – Salem - Remote | | |
| j. Supervisor Name: | Neelam Gupta | | |
| k. Position: | <input type="checkbox"/> Permanent <input type="checkbox"/> Seasonal <input type="checkbox"/> Limited Duration <input type="checkbox"/> Academic Year <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Intermittent <input type="checkbox"/> Job Share | | |
| l. FLSA: | <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt | If Exempt: <input type="checkbox"/> Executive <input type="checkbox"/> Professional <input checked="" type="checkbox"/> Administrative | m. Eligible for Overtime: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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.

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

HPA develops and implements innovative approaches to achieving health equity by lowering health care costs and achieving better health and better health care for all Oregonians. HPA is aligned with the Oregon Health Authority's core values of partnership, service excellence, leadership, integrity, health equity, innovation, and transparency. In HPA's 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.

The Office of Delivery Systems Innovation (DSI) within HPA consists of areas of work including Health Care Transformation and Quality Improvement, Health Evidence Review Commission, Pharmacy Policy, and Clinical Supports, Integration, and Workforce (CSIW) Unit. The DSI Office is responsible for aligning and integrating clinical resources and policies to support the

implementation of the coordinated care model throughout all provider and payer organizations, including across the areas of the OHA.

The CSIW Unit is focused on providing expertise, leadership, resources, and support to partners to ensure an integrated, innovative primary care delivery system with a culturally responsive workforce, which contributes to eliminating health inequities and to realizing optimum well-being for everyone.

- 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 is in the CSIW Unit's Health Care Workforce Initiatives team (HCWI) to provide high-level policy and program expertise to increase the recruitment and retention of providers in the health care workforce in this state to provide culturally responsive care for diverse communities. This position will work with others within OHA and external partners to distribute and manage incentives and grants to recruit and retain diverse health care professionals. The position also performs critical policy, project, and communications activities by developing project plans and leading work around external communications on behalf of HCWI.

The 2017 Oregon Legislature approved HB 3261 to establish the Health Care Provider Incentive Fund, which is the source of funds for the Health Care Provider Incentive Program within OHA that supports access to care throughout Oregon. The Program offers various incentives, which include loan repayment, loan forgiveness, and scholarships to students and providers who commit to serving patients in areas of the state experiencing health inequities. One critical objective for these funds is to increase the diversity, recruitment, and retention of health professionals providing culturally responsive services that contributes to eliminating health inequities.

SECTION 3. DESCRIPTION OF DUTIES

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

| % of Time | N/R/NC | E/NE | DUTIES |
|--|--------|------|---|
| Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter". | | | |
| 45% | N | E | Administer incentives and grants to recruit and retain diverse students and health professionals into the health care workforce in rural and underserved areas in Oregon, which involves working closely with community partners, the CSIW Unit Director, staff from the Health Care Workforce Initiatives team and the Patient-Centered Primary Care Home Program; other key HPA staff; Health Systems Division (HSD)-Behavioral Health, Division of Equity and Inclusion; Tribal Affairs; OHA leadership and staff; and other entities such as the Higher Education Coordinating Council (HECC) and local workforce boards, Area Health Education Centers, education and training providers, and Governor's Office staff. |

| % of Time | N/R/NC | E/NE | DUTIES |
|-----------|--------|------|---|
| | | | <ul style="list-style-type: none"> • Ensure that incentives and grant requirements are completed, and all associated projects are managed appropriately. • Manage project and operational functions of the incentives and grants and overcome administrative barriers. • Ensure that all required reporting of incentives and grant progress is completed as specified by grant requirements. • Report progress to agency, division, and section leadership. • Analyze and make recommendations concerning work related to programs tied to incentives and grant work. • Provide research and conduct assessments of community needs throughout Oregon to develop strategies that identify and address barriers to student and clinician success that supports a diverse health care workforce in an equitable manner statewide. • Engage with external partners and communities to identify their gaps, strengths and weaknesses and work with them to access the resources necessary to implement policies and strategies that will address the issues identified. • Participate in site visits with practice sites receiving awards to conduct and compile research and information about health care workforce needs and propose solutions. • Work on coordination and planning efforts throughout OHA as well as other state and external partners. • Discuss and support state policy and direction among workforce partners statewide. |
| 25% | N | E | <p>Provide research and policy analysis and develop policy and program options in support of expanding and diversifying the health care workforce through grantmaking in Oregon, particularly in rural and non-rural underserved areas, including workforce needs assessments.</p> |
| 25% | N | E | <p>Provide communications and policy expertise that helps the team manage priorities and share information with internal and external parties, in consultation with the Patient-Centered Primary Care Home Program, HPA Communications team, and other OHA staff.</p> <ul style="list-style-type: none"> • Develop data visualization displays, graphics, newsletters, and other tools. • Coordinate and distribute the Health Care Workforce Initiatives newsletter • Evaluate data from incentive programs and other efforts with team members to identify trends, implementation issues, and overall support statewide for existing and proposed policies and develop displays for internal management and for outside groups that articulate the activities and impact of HCWI. • Serve as an ambassador for and regularly report to the groups such as the Health Care Workforce Committee and Oregon Health Policy Board on effectiveness of the incentives and grantmaking program and help drive recommendations for strategic changes and priorities for resources. |
| 5% | N | E | <p>Other duties as assigned by CSIW Director.</p> |

| % of Time | N/R/NC | E/NE | DUTIES |
|--------------|--------|------|---|
| At all times | N | E | Consistently treat customers, partners, vendors, and co-workers with dignity and respect. Create and maintain a work environment that is respectful and accepting of diversity. Set clear guidelines and models expected office professional behaviors. Establish and maintain clear methods for reporting inappropriate actions. Contribute to a positive, respectful, and productive work environment; maintain regular and punctual attendance; perform all duties in a safe manner and comply with all policies and procedures. Working in a team-oriented environment requires participative decisions making and cooperative interactions among staff and management. Be aware of Affirmative Action and the department's Diversity strategies and goals. |

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 position requires occasional travel between Salem and Portland. This position also requires frequent use of a computer for prolonged periods to produce written documents and develop spreadsheets; and working extended hours during peak work periods and Legislative Sessions. This position regularly works with groups of individuals with diverse viewpoints.

Some duties can be performed remotely. Remote workers must establish and maintain an appropriate environment and schedule when working from home. To be eligible for telework, staff must have a home work-space that meets all applicable technology, security and safety requirements including the ability to provide protection of confidential information accessible in their home. Staff who work remotely may be required to periodically or regularly report to a state office location as part of their job.

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.

Harassment-Free Workplace Policy, Reasonable Accommodation Policy and Procedures, Non-Discrimination Policy, Diversity Strategic Plan, OHA Standards & Guidelines for Cultural Competency and Gender Specific Services, 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, rules promulgated by the federal Department of Health and Human Services, Centers for Medicaid and Medicare Services; All policies, regulations and rules related to the Behavioral Health Subaccount.

b. How are these guidelines used?

This position will use these guidelines to ensure that HPA is compliant with all federal and state policies and guidelines related to provider incentives and the work of the Primary Care Office. The position provides valuable analysis which will enable top management to make decisions for HPA that align with OHA goals and priorities. Guidelines provide structure and guidance for performing job, which entails

judgment and independent reasoning.

SECTION 6. WORK CONTACTS

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

| Who Contacted | How | Purpose | How Often? |
|--|---|---|---------------|
| All levels of OHA, DHS, Public Health and staff of other public and private organizations and national health research and policy groups | Virtually, 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 |
| Incentive program applicants, recipients, and provider sites | Virtually, 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. | Weekly |
| Health care consumers and persons with lived experience | Virtually, by telephone, in person, email | Collaborate to improve services and programs and to co-create a health care system that puts equity at the center of the system | Daily, Weekly |
| Providers, community health organizations, and other interested organizations and entities, such as: <ul style="list-style-type: none"> Health care professional associations Health care professional licensing boards Educational and training institutions Consumer representatives | Virtually, by telephone, electronic mail, letter or in person | Provide information and conduct outreach about provider incentives, grantmaking, and OHA's goals and accomplishments around expanding and diversifying the health professional workforce. | Weekly |
| General Public | Virtually, 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. | Weekly |
| | | | |

SECTION 7. POSITION-RELATED DECISION MAKING

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

Always determine the impact of programs, policies, operations, budgets, and all other aspects of the program on health equity. Ensure decisions prioritize the equitable distribution or redistribution of resources and power and recognize, reconcile and rectify historical and contemporary injustices.

This position typically collaborates with agency managers, partners and others to formulate long-range goals. The position plans, schedules and carries out policy analysis and research analysis, and successful program implementation. The employee decides whether to broaden or narrow the scope of projects or studies. Analysis and findings are normally accepted without significant change. This position is responsible for keeping informed of the progress of projects and/or research activities and identify those that have priority for the community advisory committee, Oregon Health Policy Board and its Health Care Workforce Committee, and others that play a significant role in health care workforce policy.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

| Classification Title | Position Number | How | How Often | Purpose of Review |
|---|-----------------|----------------------------|---------------|---|
| <i>Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter"</i> | | | | |
| Health Program and Policy Manager 2 | 0000000107723 | In person, email and phone | Daily, Weekly | Reviews the work for potential influence on broad agency or state policy and program goals. Provides direction and guidance to employee and ensures coordination with other HCWI efforts. |

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 |

- ☐ Responds to grievances
☐ Disciplines and rewards

- ☐ Gives input for performance evaluations
☐ Prepares & signs performance evaluations

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

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

We know that a lack of workforce diversity disproportionately impacts the communities we serve — including people of color, people from working class backgrounds, people who experience disabilities, women, LGBTQIA+ people, and others experiencing health inequities. These communities must be centered in the work we do, and we strongly encourage applications from people with these identities or who are members of other traditionally underserved communities to apply. Please consider applying even if you do not meet minimum qualifications.

Highly preferred is:

- Experience with health care workforce policy, workforce recruitment and retention, and provider incentive programs
- Experience in managing a project or program, and project management skills
- Experience working with diverse partners who may have differing viewpoints to arrive at consensus and move towards agreed upon outcomes

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 (\$00000.00) | 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