



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
10/03/2023

This position is:

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

Agency: Oregon Health Authority

Division: Oregon Public Health Division

☐ New ☒ Revised

SECTION 1. POSITION INFORMATION

- a. Classification Title: Compliance and Regulatory Manager 1
- b. Classification No: X7145 c. Effective Date: 10/03/2023
- d. Position No: 1003875/021691
- e. Working Title: Survey and Certification Program Manager
- f. Agency No: 44300
- g. Section Title: Health Care Regulation & Quality Improvement
- h. Employee Name: _____
- i. Work Location (City — County): Portland - Multnomah
- j. Supervisor Name: Anna L Davis
- 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. 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 Office of the State Public Health Director

The Office of the State Public Health Director (OSPHD) guides the strategy, operations, and policy of public health programs within the division, and assures an effective and coherent public health system for Oregon. This includes extensive interactions with a range of state and local agencies and organizations, health care providers, federal agencies, and the private sector.

The Division's work affects all Oregonians. Many of the programs overseen by the Office of the State Public Health Director are administered in collaboration with Oregon's 34 local health departments, healthcare systems and partners. The Division has approximately 700 FTE and is responsible for oversight of \$524.3 million biennially.

Under the leadership of the Office of the State Public Health Director, the Division is organized by three centers:

The Center for Health Protection

The Center for Public Health Protection protects the health of individuals and communities through establishing, applying and ensuring reliable compliance with regulatory and health-based

standards. The Center's diverse programs work closely with other federal, state and local agencies, regulated entities and active stakeholder groups. The Center's work emphasizes continuous process improvement, technical assistance, scientific assessment, ongoing monitoring and risk communication to protect the health of all people in Oregon.

The Center for Prevention and Health Promotion

The Center for Prevention and Health Promotion houses community-oriented preventive clinical and community health services and supports the policy, systems and environmental changes that promote good health. This Center guides and supports healthy communities through data collection, analysis and reporting; by supporting the Governor's priorities around tobacco, obesity and early learning; and, by acting as a point of contact with the healthcare system on certain key clinical prevention practices. This center will work with many partners, including local public health, child care facilities, schools, worksites, healthcare providers, transportation, and the private sector to ensure that we reduce preventable injury, illness, and death and promote good health. This Center's work affects all Oregonians. Many of the programs overseen by this Center are administered in collaboration with Oregon's 34 local health departments. This center has approximately 200 FTE. The total estimated biennial budget of this Center is \$348.8 million.

The Center for Public Health Practice

The Center for Public Health Practice provides services to prevent and control diseases, monitor vital events, and assure an effective statewide public health system. CPHP programs work closely with local and tribal governments, community partners, and the public to protect and improve the health of all people in Oregon. Special emphasis is placed on communicable diseases, including epidemiology, laboratory testing, immunization, and other community control measures. CPHP screens all newborn infants for biochemical disorders to prevent disability or death and collects and analyzes vital record data to monitor health trends. The quality of statewide public health services is assured through consultation, planning, review, and accreditation of state and local agencies.

The Health Care Regulation & Quality Improvement Section (HCRQI) is part of the Center for Health Protection. This Section is statutorily mandated to regulate, inspect, license and/or provide Medicare/Medicaid Certification or some other form of approval for the following entities and individuals:

- Ambulatory Surgical Centers
- Birthing Centers
- Comprehensive Outpatient Rehabilitation Facilities
- Dialysis Facilities
- Extended Stay Centers
- Home Health Agencies
- Hospice Agencies
- Hospitals
- In-Home Care Agencies
- Outpatient Physical and Speech Therapy Agencies
- Portable X-ray Providers
- Rural Health Clinics
- Special Inpatient Care Facilities
- Health Facility Design & Construction Plans Review
- Ambulance Service Agencies

- Trauma Hospital Designations
- Emergency Medical Services (EMS) Providers

The Survey and Certification program regulates health care agencies, facilities, and providers. Regulated entities include hospitals, ambulatory surgical centers, extended stay centers, birthing centers, special inpatient care facilities, outpatient renal dialysis facilities, hospices and home health agencies; Other federally regulated entities include outpatient rehabilitation clinics, rural health clinics, federal qualified health clinics, community mental health centers, comprehensive outpatient rehabilitation facilities, and portable x-ray suppliers.

Survey and Certification performs initial and ongoing licensure and certification surveys of providers; conducts onsite surveys at various intervals to evaluate compliance with state licensure rules and federal Medicare conditions of participation and coverage; and investigates complaints of facility/agency noncompliance with patient health and safety requirements a. It coordinates with: 1-the Certificate of Need and Facility and Planning and Safety programs in the review of proposed acute and continuing care facilities and 2- the Hospital Staffing Program in the shared hospital investigations and enforcement of this revised program.

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 Manager of the Survey and Certification program plans, organizes and manages statutorily mandated state licensing and other regulatory and system supportive programs including hospitals, ASCs, ESRDs, hospice, Home Health, birthing centers, Rural Health Clinics and several other state and federal health care facility and provider types. The Manager develops and supervises the core processes for these programs and activities in the operating unit consistent with OHA policy and directives

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 |
|-----------|--------|------|---|
| 45% | NC | E | <u>Program Management:</u> Establishes work schedules, assigns work, conducts staff meetings and monitors the work performed by subordinates to meet the legally mandated requirements for licensure and/or certification. Plans and directs operations to accomplish tasks listed above. Identifies and resolves conflicts between and among staff. Assures programs and services are of high quality, well managed, responsive to the needs of individuals and organizations served and delivered with respect and integrity. Uses data to make management decisions. |

| | | | |
|-----|----|---|--|
| | | | <p>Assures accountability and compliance with state policies and procedures, and state and federal laws and rules.</p> <p>Recommends revisions to Oregon Administrative Rules germane to duties for review and approval by Section Manager and processing by the PHD Rules Coordinator.</p> <p>Develops, implements, monitors, and revises policies and procedures for Unit operations.</p> <p>Develops and maintains team-based approach to continuous systems and performance improvement of CHP through participatory management.</p> <p>Assigns work and supervises subordinate staff.</p> <p>Recommends need for contracts and manages the procurement process and oversight of all approved contracts necessary to accomplish goals and objectives.</p> <p>Identifies new resources and opportunities to address goals and objectives.</p> <p>Participates in preparation of biennial budget including projecting fee revenues. Monitors program expenditures and revenues against legislatively adopted budget to assure fiscal responsibility and accountability.</p> <p>Prepares budget requests by projecting resource needs for each team and preparing the necessary supporting documentation to justify the specific need within the program.</p> <p>Establishes and implements processes for evaluation of services and uses data to make management decisions.</p> <p>Plans and supervises projects to improve health care quality and patient safety including education for facilities and providers and assists with the statistical analysis of project-specific data.</p> <p>Reviews regular reports reflecting the goals of the health facility regulatory programs to identify improvements to the core processes of the unit.</p> |
| 20% | NC | E | <p><u>Policy and Planning:</u></p> <p>Continuously monitors and, when necessary, recommends revisions to, Oregon Administrative Rules for all of the above-listed license and certification requirements as a means to improve the effectiveness of CHP's responsibility to protect the health & safety of Oregon's citizens through its health facility regulatory function.</p> <p>Attends meetings as needed of advisory bodies, work groups, collaborative planning sessions and <i>ad hoc</i> meetings scheduled to address emerging problems.</p> <p>Participates in budget and legislative planning. Communicates decisions made to subordinate staff, stakeholders and others as required.</p> |

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|-----|----|---|---|
| | | | <p>Participates in planning, implementing and evaluating research or special studies which have program, service, or policy implications.</p> <p>Prepares legislative concepts and bill analyses and testimony.</p> |
| 15% | NC | E | <p><u>Communication and Representation:</u></p> <p>Coordinates activities within the scope of duties with other local, state, and federal agencies and constituents.</p> <p>Provides assistance and consultation germane to office operations to governmental officials, other public health personnel, provider associations, professional organizations, consumer and community advocacy organizations, health-related and peer review organizations, the public, and the industry.</p> <p>Serves on interagency committees and national, state or federal task forces as assigned by the Section Manager.</p> <p>Serves as the liaison with Association of Health Facility Survey Agencies (AHFSA) as assigned by the Section Manager.</p> <p>Responds to Agency, media and public inquiries, and drafts correspondence as germane to duties and directed by Section Manager.</p> <p>As directed by Section Manager, may provide testimony to Legislative committees.</p> <p>Prepares and gives presentations to constituent groups.</p> <p>Responds to news media inquiries in consultation with Section Manager, OHA and PHD communications staff.</p> |
| 15% | NC | E | <p><u>Resource Management:</u></p> <p>Create maintain an inclusive environment for all staff.</p> <p>Uses inclusive and equitable recruitment, on boarding, promotion and management practices.</p> <p>Interviews prospective job candidates. Recommends hiring decisions and gains necessary approval for appointment of candidates.</p> <p>In consultation with Section Manager and OHA Human Resources staff, initiates personnel actions, resolves grievances and takes disciplinary action when appropriate and as approved.</p> <p>Supervises and evaluates subordinate staff, performs periodic performance appraisals, and approves time sheets, travel and reimbursement requests.</p> <p>Recommends needed classification adjustments and job rotations within Section.</p> |
| 5% | NC | E | <p>As a member of the section management team, performs specific assignments of section-wide significance as assigned by Section Manager. May serve as acting Section Manager in their absence as required.</p> |

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|--------------|--|--|---|
| At all times | | | 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 | | | 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. |

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.

At least 50% of the work of this role may be conducted remotely with full access to the needed operating systems and technology. There are times that work will need to be conducted onsite. On site work occurs in a standard office environment with no unusual physical demands or exposures.

- Completion of work also requires periods of overtime.
- Conducts or attends frequent meetings, often outside of regular working hours.
- Occasionally required to function under politically or emotionally charged circumstances.
- Travels occasionally within or outside of the State of Oregon requiring occasional overnight stays.

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:

- Oregon Revised Statutes relating to health facility regulatory programs
- Oregon Administrative Rules relating to health facility regulatory programs
- Policies and Procedures of CMS, HCRQI, Public Health, OHA and DAS
- Guidelines, policies, and procedures of CMS, HCRQI, Public Health, OHA and DAS
- OHA and other state administrative policies
- OHA Strategic Plan, Performance System, Equity Advancement Plan, and Race, Ethnicity, Language and Disability Data Policy
- Federal laws and regulations relating to health in general, specific health programs, and health services administration
- State and national accreditation, certification, or program and research standards relevant to the operations of the Center

b. How are these guidelines used?

Assist in formulating policies and establishing priorities and procedures. The Health Care Regulation & Quality Improvement (HCRQI) Section performs statutorily-mandated health facility regulatory

program duties directed at protecting the health and safety of Oregon's residents. The statutes that govern the health facility regulatory programs delegate authority to the OHA and PHD to develop and adopt Administrative Rules to implement the statutes and establish and collect certain fees to support regulatory oversight activities. Furthermore, all of the regulatory or licensing operations of health facility regulatory programs must comply with one or more of the documents identified in section 5a. above.

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? |
|--|--|---|---------------|
| Section Manager, Health Care Regulation and Quality Improvement Section | In person/during meetings/by phone/Email | Direction, consultation | Daily, Weekly |
| Administrator of Center for Health Protection | Person/meetings/phone/E mail | Direction, consultation | As Needed |
| PHD and OHA Offices and program staff and other State Agency Personnel | Person/meetings/phone/E mail | Consultation, program planning, problem resolution | As Needed |
| Health facility-related organizations, agencies, advocacy groups, community-based organizations and staff | Person/meetings/phone/E mail | Consultation, planning, technical assistance, education, problem resolution | As Needed |
| Local Health Departments | Person/meetings/phone/E mail | Consultation, planning | As Needed |
| Federal government or national organizations engaged in health and safety regulation in acute and continuing care facilities | Person/meetings/phone/E mail | Planning, decision-making, training, problem resolution | As Needed |
| | | | |

SECTION 7. POSITION-RELATED DECISION MAKING

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

- Prepares program plans and budget proposals.
- Interprets and applies statutes, rules and policies in specific cases.
- Develops, revises and adopts policies and procedures.
- Determines the appropriateness applicability of existing and proposed standards, guidelines, policies, procedures and administrative rules in a rapidly changing health care environment. Recommends modification if needed.
- Directs, assigns and monitors work of program staff.
- Authorizes training, travel, purchase orders of significant magnitude.
- Approves or amends critical documents and program materials.
- Reviews and approves recommended licensure, plans of correction or other enforcement actions.
- Evaluates the performance of subordinate employees annually or more frequently as needed.
- Hires new employees, initiates personnel actions and promotes, transfers or disciplines subordinates.

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 |
|---|------------------------|--|---|--|
| Dana Selover Section Manager Center for Health Protection Health Care Regulation and Quality Improvement | 021214 | Informal and formal personal conferences. | As needed, usually more frequent than once per week. Annual performance review. | Oversight. Policy direction. Program planning. Address problems. Monitor progress. Assess Performance. |
| | | | | |
| | | | | |

SECTION 9. OVERSIGHT FUNCTIONS

- a. How many employees are directly supervised by this position? 15
- 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 checked="" type="checkbox"/> Hires and discharges |
| <input checked="" type="checkbox"/> Approves work | <input checked="" type="checkbox"/> Recommends hiring |
| <input checked="" type="checkbox"/> Responds to grievances | <input checked="" type="checkbox"/> Gives input for performance evaluations |
| <input checked="" type="checkbox"/> Disciplines and rewards | <input checked="" 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.

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

This is an executive level management position requiring advanced knowledge of the health care delivery system and the legal framework for their regulation. It requires significant experience in managing subordinate professional staff, experience working in collaboration with other health and professional service organizations, and the administrative skills necessary to direct complex and sometimes controversial policy and regulatory work and manage a budget with multiple fund sources and accountability requirements. This position should demonstrate understanding and applying principles related to addressing systemic health inequities, implementing anti-racist practices and collaborating with individuals and communities that are most harmed by historical and current social and health inequities. They should also commit to ongoing personal development on the topics of anti-racism, elimination of health and equities, trauma informed and resiliency practices, social determinants of health and equity, universal accessibility and development of diverse and inclusive work environments.

Preference is given to persons with advanced clinical or management training and three or more years of direct program management experience.

This position requires the ability to apply independent judgment in the management and administration of complex programs; a thorough knowledge of management principles and practices; experience with planning, budgeting, personnel and accounting systems; the ability to interact with all levels of agency staff and representatives of state, local and federal agencies; and the ability to recognize problems and implement solutions through policy change, process improvement strategies, coordination of resources and the use of data in making decisions.

Incumbent should demonstrate excellent interpersonal and problem solving skills, an understanding of the importance of confidentiality, the privacy afforded personal health information and proprietary intellectual property and record security, collaborative work experience, and the ability to multi-task and communicate effectively orally and in writing.

| BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following: <i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i> | | |
|---|-------------------------------|--|
| Operating Area | Biennial Amount (\$00,000.00) | Fund Type |
| Acute and Continuing Care Health Facility Regulation | \$5,200,000. | General Fund, Other Funds, and Federal Grant Funds |
| | | |
| | | |

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