



STATE OF OREGON — Oregon Health Authority  
**POSITION DESCRIPTION**

**Position Revised Date:**  
4/30/24

**Agency:** Oregon Health Authority

**Division:** Medicaid

☒ 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: Research Analyst 4 b. Classification No: C1118  
c. Effective Date: 07/01/2024 d. Position No: 1026374  
Medicaid Programs Research  
e. Working Title: Analyst f. Agency No: 44300  
g. Section Title: FEE for Service Quality Assurance  
h. Employee Name: Vacant  
i. Work Location (City – County): Salem/Marion-Portland/Multnomah; Hybrid  
j. Supervisor Name: Spencer Delbridge  
k. Position: x Permanent Seasonal Limited Duration Academic Year  
☒ Full-Time ☐ Part-Time Intermittent ☐ Job Share  
l. FLSA: ☒ Exempt If Exempt: Executive ☐ m. Eligible for Overtime: Yes  
☒ Non-Exempt ☐ Professional ☐ No  
☐ Administrative ☐

**SECTION 2. PROGRAM AND POSITION INFORMATION**

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

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 redistributing of resources and power; and recognizing, reconciling, and rectifying historical and contemporary injustices." OHA's 10-year goal is to eliminate health inequities.

The Medicaid Division is aligned with the Oregon Health Authority's core values of partnership, service excellence, leadership, integrity, health equity, innovation, and transparency. In our practice, these values are expressed through:

**Service Excellence:**

- Understanding and responding to Oregon public health needs and the people we serve Pursing 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

**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.

**Unit/Program Description:**

The Medicaid program oversees the Oregon Health Plan (OHP), Oregon's innovative Medicaid program. OHP provides health care coverage to qualified Oregonians with the goal of meeting the "triple aim" of better health, better care and lower costs. Services are delivered locally through Coordinated Care Organizations, community-based networks of all types of health care providers that coordinate care for each OHP client.

This position sits on the Quality Assurance team whose mission is to pursue system change that is member centered, led by customer service metrics and accountability standards, that will help achieve the agency mission of eliminating health inequities by 2030.

**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 purpose of this position is to lead the design, development, implementation, and evaluation of research to inform the Oregon Health Authority on how it might best use Medicaid resources to develop and sustain a Quality Assurance System for Medicaid Fee-for-Service (FFS) and Agency with Choice program. The position will focus on developing systems-level evaluation processes, tools, and metrics to determine Medicaid FFS program quality and establish statewide FFS standards as an integral component of Medicaid FFS transformation, Agency with Choice program and Oregon Health Plan (OHP) system-wide quality improvement processes.

The position will develop a new member and provider-focused statewide quality assurance system for Medicaid FFS based upon health equity and outcome metrics. The person in this position will develop both quantitative indicators and qualitative process improvement data designed to establish standards for Agency with Choice Program and FFS member service access experience, provider service quality, network service adequacy standards, member service and feedback-related communication quality, operational processes including the standardization of provider rates, and the integration of FFS member and representative community voice in the rulemaking process.

The position will work collaboratively with internal Agency and external partners including FFS members and providers to integrate evaluation processes, determine internal and external quality assurance processes and indicators, research and support the development of rate standardization processes, and contract compliance policies and practices to establish statewide Medicaid FFS quality assurance standards and Agency of Choice program. This work is done in collaboration with various entities and partners, including but not limited to behavioral, oral, and physical health providers, the Federal Centers for Medicare and Medicaid Services (CMS), the Oregon Legislature, the HealthSystem Division, OHA's Office of Actuarial and Fiscal Analysis, Budget Unit, Health Policy and Analytics (HPA), the Public Health Division, and External Relations Division, Medicaid FFS member and providers, and Agency contractors.

Work includes deciding the areas requiring analysis or study within this broad topic. The position plans and designs the research methods and establishes procedures to research the topic. The position assigns research work and oversees the quality of data and approve the results of work done by others. The position consults with management about research needs, findings and conclusions and acts as an agency spokesperson on research matters.

### 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
<b>Note:</b> If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".			
At all times	N	E	Consistently treats customers, stakeholders, partners, vendors, and co-workers with dignity and respect. Creates and maintains a work environment that is respectful and accepting of diversity. Sets clear guidelines and models expected office professional behaviors. Establishes and maintains clear methods for reporting inappropriate actions.

% of Time	N/R/NC	E/NE	DUTIES
60%			<u>Research Planning, Design, and Analyses:</u> Independently identify areas of research and plan research studies to inform how the Medicaid program could best use Medicaid resources to develop and sustain a Quality Assurance System for Medicaid Fee-for-Service (FFS) programs and Agency with Choice. Develop research methodology, procedures and forms for data collection. Consult with key informant groups with knowledge about the program's impact, to identify needs. Purpose and methods to be used in the studies and develop procedures that describe the series of steps to be taken by analysts. Design forms and samples surveys for special projects to collect raw data and generate reports. Analyze and interpret survey and other data. Validate data. Recommend future studies for further research and analysis.
20%			<u>Report Preparation:</u> Write summary reports of research findings, and articles for publication including summary table, graphs, and charts. Write reports interpreting and analyzing interactions, movements and changes in the world, (Federal, State and local scene). Serve as agency spokesperson regarding current situations and forecasts with the news media.
15%			<u>Technical Consultant:</u> Confer with policy makers, executive level management, business groups, legislative bodies, associations, unions, news media, and State and local officials regarding current data, trends, projections, or impact of existing or proposed studies. Explain and discuss research data with policy team personnel and other teams within the Oregon Health Authority. Provide technical expertise and specialized information on request to Information Systems staff, agency personnel, and other agencies. Prepare and deliver presentations to various units of the agency, community groups, and others to report research findings, current statistics, or other information.
5%	NC	NE	Other duties as assigned.

## 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 job requires frequent preparation and/or presentation of technical and professional material against assigned deadlines. Some evening and/or weekend work is required. Frequent contact and work with a variety of clinical and professional staff in a variety of office, virtual and meeting room settings is expected.

Work product can be highly visible, and of significant interest to legislative representatives, multiple stakeholder groups and/or state associations. Work requires identifying and coordinating delivery of optimum community-based services for people from a system that is currently at maximum capacity. Open office environment or virtual environment with frequent interruptions. Multiple communication streams including email, instant message, and cell phone. Travel throughout the state as needed. This work may be performed remotely (unless the agency's business and operational needs require in-person) within the defined workweek, utilizing on camera virtual meetings. These are daily conditions.

## 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 Administrative Rules
- Oregon Revised Statutes
- Federal Medicaid Regulations
- Federal Medicare Regulations
- Basic Contracting Principles
- Actuarial and Rate Development Strategies

b. How are these guidelines used?

These laws, regulations, rules and procedures, together with partner input, are used to develop options and recommendations that can or must be taken in account o meet the duties required in this position description.

## 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?
Consumers and persons with lived experience	Virtually, telephone, in person, email	Listen to identify opportunities to improve services and programs to create a simple, meaningful and responsive system	Weekly
Medicaid/OHA administration and staff	Meetings, memos, reports, phone, letter, workgroups	Coordination of information, share data, solve problems, make decisions	Daily
Financial Services, and Budget	Meetings, memos, reports, phone, letter, workgroups	Coordination of information, share data, solve problems, make decisions	Weekly to Monthly
Providers	Meetings, memos, reports, phone, letter, workgroups	Coordination of information, share data, solve problems, make decisions	Weekly to Monthly
Centers for Medicare and Medicaid Services	Virtually, memos, reports, phone, letter	Coordination of information, share data, solve problems, make decisions	As needed
OHP Recipients/general public and persons with lived experience	Virtually, telephone, in person, email	Listen to identify opportunities to improve services and programs to	Daily, Weekly

		create a simple, meaningful and responsive system	
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## SECTION 7. POSITION-RELATED DECISION MAKING

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

Decisions made by this position can impact deployment of state and federal Medicaid resources. Decisions made by this position will lead to adapting guidelines, modifying processes, and changing regulation within Medicaid programs. Decisions require considerable knowledge and sound judgment to interpret and apply applicable rules, regulations, and professional standards. Failure to provide accurate information could jeopardize effective operations of the Oregon Health Plan's Fee-For-Service program which many Oregonians depend on to cover their health care needs.

The position must 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.

## 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 cursor at end of a row (outside table) and hit "Enter"</i>				
HPPM2	1021909	In person, email, telephone	As needed, minimum of monthly	Provide guidance on complex issues. Provide performance feedback as needed, but no less frequently than quarterly.

## 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                        |
| <input type="checkbox"/> Responds to grievances  | <input type="checkbox"/> Gives input for performance evaluations  |
| <input type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> 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. All positions in OHA require a criminal records check.

This position is multi-faceted, requiring research, analytical, excellent written and verbal skills in order to communicate complex data language clearly to an audience of varying technical knowledge. Detailed knowledge of Oregon state and federal policies, procedures, and agency rules is required upon hire. Must possess the ability to carry out multiple assignments and meet deadlines with little direction and sound

judgement.

The position must also be able to analyze complex, detailed problems in an extremely automated, highly complex Information System. Required skills and competencies include the ability to conduct analyses using SQL, R, SPSS, SAS or similar statistical analyses program to conduct and interpret linear and logistic regression analyses and/or alike upon hire.

This position plays an important role in building and maintaining good rapport with providers and CCOs. The position must objectively consider viewpoints and needs expressed by these groups and make a good faith effort at reconciling differences where they may exist.

## 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

\_\_\_\_\_  
May 13, 2024

\_\_\_\_\_  
Date