



**STATE OF OREGON - OHA
POSITION DESCRIPTION**

**Position Revised Date:
8-2-2024**

Agency: Oregon Health Authority

Division: Ombuds Program and Innovator Agents - ERD - OHA

☐ 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:	<u>Operations and Policy Analyst 4</u>	b. Classification No:	<u>0873</u>
c. Effective Date:	<u>Innovator Agent for Central Willamette Valley and Central Oregon Coast</u>	d. Position No:	<u>1013902/WD-000000058190</u>
e. Working Title:	<u>External Relations Division</u>	f. Agency No:	<u>44300</u>
g. Section Title:	<u>Kristty Polanco</u>		
h. Employee Name:	<u>Hybrid –based throughout Southern Oregon coast or other OR rural regions</u>		
i. Work Location (City – County):	<u>Innovator Agent Program Manager (HPPM3)</u>		
j. Supervisor Name:			
k. Position:	☒ Permanent ☒ Full-Time	☐ Seasonal ☐ Part-Time	☐ Limited Duration ☐ Intermittent
l. FLSA:	☒ Exempt ☐ Non-Exempt	If Exempt: ☐ Executive ☐ Professional ☒ Administrative	☐ Academic Year ☐ Job Share
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 mission is helping people and communities achieve optimum physical, mental, and social well-being through partnership, prevention and access to quality, affordable health care.

All work is done in a way to eliminate health inequalities and advance the OHA health equity definition to establish a health system that creates health equity when all people can reach their full health potential and well-being and are not disadvantaged by their race, ethnicity, language, disability, 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: (1) The equitable distribution or redistribution of resources and power; and (2) recognizing, reconciling, and rectifying historical and contemporary injustices.

OHA includes most of the state's health programs, including Public Health, the Oregon Health Plan, behavioral health, state and education employee benefits, public-private partnerships, the Oregon State Hospital. This gives the state greater purchasing and market power to begin tackling the issues of costs, quality, and access to care.

The External Relations 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
- 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.

The OHA External Relations Division is comprised of the OHA Communications Program, Government Relations Program and Member, Office of Community Health and Engagement (OCHE), and Member and Partner Engagement and Support (MPES) Office. All Programs in the Division are outward facing, represent all areas of OHA's work throughout all levels of the community from those receiving services to legislators, community partners, Oregon Health Plan members, contractors and service providers, to media. The Division facilitates engagement, bi-directional communication and transparency across all OHA Divisions, Programs and with other state agencies to support OHA programs and strategies throughout Oregon and to bring community input and experiences internal to the agency at all levels of agency work.

The Office of Community Health and Engagement (OCHE), and Member and Partner Engagement and Support (MPES) Office work closely together to ensure the voice and experience of members, all partners and beneficiaries of public benefit health programs, can be effectively used to identify process improvements that allow OHA to achieve its triple aim. In alignment with OHA's commitment to eliminate health inequities by 2030, work is focused on bringing the voice of populations most harmed by health inequities into OHA program, operational and policy work to achieve health equity and target elimination of health inequities.

Member and Partner Engagement and Support (MPES) Office is comprised of approximately staff of 25 employee and oversees a budget of \$11 million. It leads agency wide work to integrate community voice and feedback into

operational and policy action for OHA Medicaid and other statewide priorities. directs integration and action of community voice into OHA Medicaid and other statewide priorities. The Member and Partner Engagement Office is comprised of three critical programs:

- The OHA Ombuds Program – Reports directly to the Governor, OHA Director, and OHA Policy Board. Works directly with OHP members when systems, policies or programs within Medicaid do not lead to intended access to or quality of care. Supports individual resolution and systems improvement.
- Feedback Team, - provides comprehensive feedback management structure and support as part of ERD's Community Engagement leadership agency wide. The team supports' OHA's ongoing commitment to advancing health equity in Oregon through centralizing and acting on partner and member feedback. By centralizing feedback, we can better understand and proactively respond to issues communicated by the people we serve as well as act on structural and systemic improvements.
- Innovator Agent Program– works directly with CCO, Community Advisory Councils, OHP members, community partners and organizations, and local government to help make operational Oregon's Coordinated Care Model in local communities. Integrates workgroup communities of practice agency wide and brings community feedback from partners and contractors into the agency for system and operational improvement.

As required by SB 1580, the Innovator Agent Program works closely with Oregon's 16 Coordinated Care Organizations (CCOs) to link and coordinate between the programs and divisions of OHA, the community, public-private partnerships, and Coordinated Care Organizations (CCO's) to ensure local adaptation and implementation of statewide health priorities, particularly advancing health equity and eliminating health inequities. IA's have worked with CCO's since 2012.

Innovator Agents understand the health needs of the local regions, the strengths, and gaps of the health resources in the CCO and articulate these needs and gaps to OHA to ensure statewide and local policy and legislation development, systems improvement, and coordination. They look at best strategies and practices for health care transformation in Oregon and nationwide and support uptake and innovation of these practices on the local level through policy and practice research and implementation, advancing equity-based local decision making and facilitation of cross-agency and cross- partner efforts. They prioritize elevating Oregon Health Plan member voice within CCO's operations and, within the OHA, connecting OHA to better understand local community strengths and CCOs critical role in Medicaid implementation, needs, and gaps and linking CCO – OHA – and community initiatives. By having IAs in local communities throughout Oregon, OHA assures that local voice, via a broad variety of partners, is elevated and captured to affect statewide policy and legislation, particularly given that local understanding, engagement, and implementation varies across communities. Innovator Agents help good news travel faster by sharing innovation and successful practices with other CCO's, with the OHA, and with national audiences. They play a key role in leading OHA's strategic priority of eliminating health inequalities by taking this statewide priority and working with CCO's and local communities to translate statewide priorities to local adaptation and implementation. They elevate and ensure that communities in Oregon who face health inequalities because of their race, ethnicity, language, disability, gender, gender identity, sexual orientation, social class, intersections among these communities or identities, or other socially determined circumstances are engaged in CCO and community health work.

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:

As the Central Willamette Valley and Central Oregon Coast Innovator Agent, this position is a senior policy advisor to agency leadership, particularly the OHA Director and Medicaid and Behavioral Health Directors, and is responsible for implementation of the Oregon Health Plan through CCOs for 1.3 million individuals (or one third of the state's population.) This position will work across state agencies including Oregon Department of Human Services (ODHS) and Housing and Justice systems to ensure coordination and implementation of Medicaid/OHP in local communities and ensures that community perspectives and needs are clearly understood and integrated within OHP Medicaid policy. Makes recommendations and provides direction to OHA operational and policy work by bringing feedback from community, particularly from Central Willamette Valley and Central Oregon Coast systems and community partners to OHA. Oregon is a leader nationally in innovative Medicaid policies and much of this work that Innovator Agents work to implement locally is tracked and later implemented nationally.

As required by SB 1580, serves as the primary point of contact between Central Willamette Valley and Central Oregon Coast CCOs and the Authority. Advances local initiatives with CCO's with a focus on health equity, Tribal relationships, behavioral health statewide crisis response, integrating health and social determinates of health work, and emerging statewide priorities and/or Emergencies such as Wildfire, COVID response, OHA and child welfare cross-agency work, statewide Behavioral Health needs, etc.

This position will be responsible for working with Central Willamette Valley and Central Oregon Coast counties in Oregon and providing expertise to the agency in Medicaid health care delivery in Central Willamette Valley and Central Oregon Coast rural regions, cultivating deep and trusted relationships Central Willamette Valley and Central Oregon Coast communities, local governments, systems partners, Community Advisory Councils, ODHs local offices, and others. This position works closely with local community partners, traditional health workers, Local Public Health Authorities, and immigrant populations in the region. This position assures that local voice, via a broad variety of partners, is elevated and provides consultation and advice to integrate to affect statewide policy and legislation, particularly given that local understanding, engagement, and implementation varies across communities. This position is responsible for sharing legislative action, new OHA policies and bringing feedback from legislative work back to the OHA, other state agencies and the governor's office.

Recommend policy strategies and options to senior cross-agency leadership and local community leaders; represent the agency on various boards and community groups to communicate policy direction. As Central Willamette Valley and Central Oregon Coast Innovator Agent, analyzes the strengths, and gaps of the health resources in the CCO and articulate these needs and gaps, and ensures that understanding of the health needs of immigrant populations and populations who prefer a language other than English is integrated into statewide and local policy and legislation development. Adopts best strategies and practices for health care transformation in Oregon and at national level and supports uptake and innovation of these practices in Coastal Southern Oregon and other rural regions through policy and practice research and implementation, advancing equity-based local decision making and facilitation of cross-agency and cross- partner efforts. This position will prioritize elevating Oregon Health Plan member voice within CCO's operations and, within the OHA, connecting OHA to better understand local community strengths, needs, and gaps and linking CCO – OHA – and Central Willamette Valley and Central Oregon Coast community initiatives.

This position acts as a local expert in Central Willamette Valley and Central Oregon Coast for Medicaid health care delivery and leverages relationships to connect the Oregon Health Authority, local community organizations, and Central Willamette Valley and Central Oregon Coast Coordinated Care Organizations, ensuring effective coordination among these groups. This position particularly advances Medicaid utilization of traditional health workers and interpreters; best practices in co-creation of translated materials, and community engagement work. Analyze policy issues that affect CCOs and partner organizations; develop and implement proposals with IA team for statewide implementation; lead external and internal planning groups in support of planning efforts.

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
20%	N	E	<u>Advance Health Equity and Health System Transformation:</u> Engage, contribute, and elevate health equity work locally and ensure OHA is aware of emerging local strengths, opportunities, and concerns in Central Willamette Valley and Central Oregon Coast. Translate OHA health equity goals and strategic priorities into local community action and bring health equity concerns and needs from local communities, coalitions of color, and other organizations involved in community equity work to CCOs ‘and OHA’s attention.

% of Time	N/R/NC	E/NE	DUTIES
			• Lead, build and strengthen strategic relationships with CCO Board of Directors, CCO CEO, and CCO leadership to support CCO engagement and partnership in OHA Medicaid priorities and other cross-sector statewide health priorities. • Work with local Regional Health Equity Coalitions to engage in localized conversations. • Ensure that Oregon's work to transform health through investment in Coordinated Care Organizations (CCOs) is understood and connected across OHA divisions and other state agencies and that CCO's, local and statewide organizations, and OHA act on opportunities for connection and coordination across programs, particularly where Medicaid funding and OHA community health investment funding is used. • Elevate and ensure that OHP members and communities in Oregon who face health inequalities because of their race, ethnicity, language, disability, gender, gender identity, sexual orientation, social class, intersections among these communities or identities, or other socially determined circumstances are engaged in CCO and community health work and OHA is actively engaged in working with these communities. • Collaborates with CCOs in developing and implementing their transformation plans as stipulated in the CCO/OHA contract. Assist in the implementation of innovative projects and pilots. Help the CCO in developing strategies to support quality improvement and the adoption of innovations in care through facilitating collaboration and knowledge sharing across the state. • Demonstrate recognition of the value of individual and cultural differences; create a work environment where talents and abilities are valued. The holder of this position will consistently treat OHP members, partners, community partners and co-workers with dignity and respect and will demonstrate recognition of the value of individual and cultural differences. • Elevate and ensure local communities, OHP members and systems partners understand legislative action impacting health equity. Facilitate information and bring questions and feedback from community back to OHA leadership, Government Relations team, Governor's Office and other legislatively involved actors as indicated. • Share and disseminate best practices for co-creation of translated OHA materials and webinar and meeting facilitation practices in Spanish. • Possess a comprehensive understanding of community engagement best practices when working with community partners and OHP members who prefer a language other than English and/or who are immigrant populations.
10%	N	M	<u>Legislative Coordination</u> • Explain policy issues and effect of proposed legislation to OHP members, community members, local elected officials (school boards,

% of Time	N/R/NC	E/NE	DUTIES
			county commissioners, housing commissioners, etc.), statewide elected officials, including state representatives and state senators and occasionally Oregon's federal senators and representatives, - Analyzes and communicates to the OHA Government Relations (GR) team with concerns about legislative priorities and implementation. Share these discussions with OHA leadership and government relations team for consideration and works with OHA's GR team to identify priorities for OHA legislation and review proposed legislative ideas. - Provide updates on legislation that affects community members and groups during legislative session and the implementation of the bills. Continuously gather questions from these updates and provide feedback loops to OHA and community. - Serve as a liaison for the OHA and other state entities, including the Governor's Office and the Office of Housing and Community Services, to provide insights into the implementation of legislation at the local level, particularly Central Willamette Valley and Central Oregon Coast - Collaborate with Government Relations and other OHA teams to review legislation that may impact OHP members and communities. - Guides policy decisions utilizing the feedback and the analysis of the distinct effects of health legislation on rural and frontier areas of the state.
20%	N	E	<u>Policy Making and Consultation Collaboration:</u> - Elevate and amplify Community Advisory Council voices (CAC) and experience, especially that of OHP members through active support and participation in CAC. Ensure CAC members receive all communications coming from OHA in their preferred language. - Collaborates with the CCO and its Community Advisory Council (CAC) to analyze the impact of health systems transformation on community health needs. Represents OHA at Community Advisory Council meetings throughout the state. Enhances the participation of members in Coordinated Care Organization (CCO) decision-making processes and supports the inclusion of Community Advisory Council members on the CCO Board of Directors. - Attend local advisory councils in Central Willamette Valley and Central Oregon Coast counties; represent OHA to these advisory councils. - Engage in opportunities that are consumer led, i.e. via CAC meetings or other ongoing meetings, to address consumer areas of focus. - Increase CAC connection between local and state public health projects and activities and CCO's, lead collaborative and statewide priority groups with consumer voice. - Provide guidance for the development of the CCO's Community Health Assessment. Provide resources, consultation, and support in addressing local health inequalities through the CAC.

% of Time	N/R/NC	E/NE	DUTIES
			• Connect CAC with other OHA and statewide health priorities such as State Health Improvement Plan (SHIP). Advise OHA and CAC on opportunities for further engagement. • Work with systems partners such as providers, local government, health systems, school districts, community-based organizations, local public health authorities, and others to understand the impact of OHA policies and programs on their work. Integrate systems partners feedback into OHA work in a timely way to ensure all entities working with OHA and in community have their feedback heard and understood. • Bring legislative information to community meetings with multiple community partners and OHA members for informational updates.
20%	N	E	<u>Leads Collaboration between OHA Divisions and CCO's, Systems Partners and Community:</u> • Keep OHA Director, Medicaid Director, Behavioral Health Director, and other agency leadership informed of community and CCO opportunities, strengths, and risks; maintain active relationship with all OHA Division Directors to provide strategic guidance into OHA division priorities and ensure CCO and community investment funding are understood within all OHA Divisions. • Support statewide policy and legislation development and implementation through coordination of communication among CCOs, their Consumer Advisory Committees (CACs), community-based organizations, and OHA and other state agencies. Support co-creation with local level and statewide input through giving voice to local OHP members and CCO staff. Ensure adequate input and understanding of new policies for health systems transformation. • Identify Social Determinants of Health (SDoH) opportunities including value and opportunities to leverage traditional health workers in SDoH work and align CCO and OHA Medicaid work with public health division funding and work; Consult and lead implementation of statewide initiatives in diverse regions of the state. • Ensure Medicaid operational teams understand the regional needs of OHP member immigrant populations and members who prefer a language other than English – especially in Central Willamette Valley and Central Oregon Coast and integrate these needs into Medicaid policy and program design. Share community feedback from community partners with Medicaid operations teams to integrate into Medicaid policy and program design. • Collaborate with Transformation Center and OHP operations to assist and support CCOs in developing and implementing innovative projects and pilots, developing strategies to support quality improvements, and the adoption of innovations in care through facilitating collaboration and knowledge sharing across the state. Bring expertise to innovative programs within Central Willamette Valley and Central Oregon Coast

% of Time	N/R/NC	E/NE	DUTIES
			and other rural regions and programs working immigrant populations and OHP members who prefer a language other than English. • Elevate questions/ issues from CCO and answers/ resolutions. • Work to connect and address system wide Medicaid related issues and ensure community and CCO delivery impact part of overall OHA Medicaid operations and policy process – facilitate and lead collaborations and connections to align policy and operations work based in member experience. • Collaborate and share best practices with all other Innovator Agents and the Transformation Center and other OHA staff. Help design and participate in a statewide learning collaborative with other Innovator Agents. • Engage strategically with all OHA Divisions in policy action package and legislative coordination to support OHA in considering impact of proposed legislative concepts and legislative action on OHP members, local communities, and systems partners.
25%	N	E	<u>System and Policy Solutions.</u> • Recommend policy strategies and options to senior cross-agency leadership and local community leaders; represent the agency on various boards and community groups to communicate policy direction. • Advise OHA leadership on opportunities and obstacles related to system and process improvement. Track opportunities and make recommendations for OHA to make systems improvements to Medicaid in Central Willamette Valley and Central Oregon Coast Work in partnership with OHA CCO customer service team. Track questions / issues from CCOs and answers/resolutions across the agency. Understand trends emerging in Central Willamette Valley and Central Oregon Coast. • Identify solutions/co-create solutions for discussion and final decision making/legislation. Ensure solutions are community specific but based on statewide and national best practices and health systems transformation guidance per CMS, OHA and other governmental agencies. • Understand and advance local dialogue and statewide legislative solutions, as indicated, to health care provider shortages in Central Willamette Valley and Central Oregon Coast. Understand and advance local dialogue and statewide legislative solutions, as indicated, around community engagement and CCO best practices and needs for providing OHP services to immigrant populations and OHP members who prefer a language other than English. • Analyze policy issues that affect CCOs and partner organizations; develop and implement proposals with IA team for statewide

% of Time	N/R/NC	E/NE	DUTIES
			implementation; lead external and internal planning groups in support of planning efforts. • Build, support, and participate in learning collaboratives at the community and state level. • Navigate and link internal OHA programs and initiatives across public health and Medicaid to advance alignment within our overall delivery system and understanding of local community need. • Help build and participate in learning collaboratives with other Innovator Agents, CCOs, community partners and/or OHA. • Provides consultation to strengthen CCO and agency quality performance, participation in Quality Performance Health Outcomes (QHOQ) and other internal and external workgroups, and through leading targeted quality initiatives.
5 %	N	E	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.

This position works hybrid, at home, in the community and in an open office environment. The position is subject to frequent meetings and deadlines; frequently dealing with complex political issues and contact with external and internal partners. Evening and weekend work, and occasional work on holidays, is required.

The position requires in-state travel and some out-of-state travel and requires a valid driver's license or ability to travel to various regions of the state.

Weekly statewide travel required, particularly to the CCO(s) with which the Innovator Agent is working. Some out of state travel.

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.**

State legislation involving health care for Oregonians, Oregon Revised Statutes (ORS), OHA and DHS Administrative Rules, Policies and Procedures, and the Administrator's manual and budget instructions.

On the federal level, this position must be familiar with the Patient Protection and Affordable Care Act, Health

Insurance Portability and Accountability Act and Medicaid laws and rules.

1. Administrative Rules and Provider Guides for Medical Assistance Program
2. SB 1580. CCO Enabling Legislation which requires IA's to be assigned to work with a CCO
3. Patient Protection and Affordable Care Act of 2010 (ACA)
4. Code of Federal Regulations
5. State Medicaid Manual
6. Administrative Procedures Act
7. DHS and DMAP Policy & Procedures
8. Medicaid and CHIP State Plans
9. 1115 Demonstration Waiver for the Oregon Health Plan and related terms and conditions
10. Social Security Act
11. State Statutes, ORS 414.628 describes Innovator Agents
12. OHA Innovator Agent training incorporating curriculum developed by innovation experts.
13. Medicaid and CHIP State Plans
14. State Statutes
15. Contract law
16. State law, administrative rules, federal rules, federal laws and regulations for Medicaid and Medicare
17. Federal budget reconciliation act
18. Professional journals and industry literature
19. State legislation.
20. Health Information Portability and Accountability (HIPAA)

b. How are these guidelines used?

The guidelines listed above describe Federal and State regulations, policies, and procedures for managing rule filing, written policy, publications, training, and liaison activities which must be consistent with program intent. These guidelines exist to ensure safe and fair practices for all parties, including the CCOs, OHA, and plan members.

This position must be familiar with these references and know when to consult them for guidance. New issuances must be studied for any applicable changes and recommendations formed on how to incorporate the changes to ensure the program follows State and Federal laws and regulations. In analyses and forming recommendations to the OHA Director and agency leadership.

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?
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Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".			
Governor Policy Advisors and staff	Phone/ written/ in person	Respond to questions; report OHA program performance	Weekly
OHA Director and Executive Leadership Team	Phone/ written/ in person	Reporting of performance results; Participate in strategic decision making	Daily
CCOs – CEOs, Medical and BH Directors, CAC	Phone/ written/ in person	Information sharing, collaboration, reporting of performance results	Daily

staff, Customer Service staff			
Legislators and staff	Phone/ written/ in person	Respond to questions, report OHA program performance. Provide reports.	Weekly
Federal elected officials and staff	Phone/ written/ in person	Respond to questions.	Weekly
OHA Program Staff	Phone/ written/ in person	Information sharing, collaboration, reports	Daily
OHA CIO or designate	Phone/ written/ in person	Reporting of performance results; Participate in strategic decision making	Daily to Weekly
Community and Partner organizations and groups	Phone/ written/ in person	Resolve and/or identify issues, problem solving, communication, program coordination. Elevate concerns to CCOs and/or OHA and create solutions.	Daily to Weekly
Organizations outside of state government such as universities and health care organizations	Phone/ written/ in person	Information sharing, collaboration, reporting of performance results	Weekly
Federal Agency staff such as the Centers for Medicare and Medicaid Services	Phone/ written/ in person	Coordinating grant activities, reporting performance results	Monthly
Other state agency staff	Phone/ written/ in person	To coordinate state policy across agencies	Weekly/ Monthly

SECTION 7. POSITION-RELATED DECISION MAKING

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

This position will impact statewide decision making through gathering of concerns/issues and sharing those with leadership for final decisions that affect policies, deliverables, and legislation. This position will make decisions that will have significant impact on the implementation of health system transformation through consultation with local CCO leadership, community-based organizations, and consumers and with guidance from OHA leadership. Decisions made by this position will be representative of the Oregon Health Authority, impacting partner relationships, public perception, legislative issues and OHA decisions and projections. Decisions often reflect local community needs and areas of improvement that can vary from community to community.

This position requires critical thinking and assessment of potential risks, outline the critical path to be taken, who needs to be contacted and effective communication and prioritization of actions and responses. This position works directly with CCO leaders, community and local government leaders, legislators, key partners, other agency directors and consumers with opposing interests, and must evaluate best possible responses for outcomes that do not harm future interactions. The collective input gathered from IAs throughout the state support local input into statewide policies and legislation.

Reviews and analyzes legislation for impact on CCOs, communities and consumers. Elevates community level concerns on legislation to OHA leadership. Supports implementation of legislation at the local level with CCOs and community partners.

Identifies solutions/co-creates solutions for discussion and final decision making/legislation. solutions are community specific but based on best practices and health systems transformation guidance per CMS, OHA and other governmental agencies.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Innovator Agent Program Manager (HPPM3)	NBP	Review of work through status reports, weekly meetings and products submitted	Daily, weekly, monthly, as needed.	To provide leadership and guidance and to assure that plans are followed, and deadlines met.

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?
- | | |
|--|---|
| ☐ Plan work | ☐ Coordinates schedules |
| ☐ Assigns work | ☐ Hires and discharges |
| ☐ Approves work | ☐ Recommends hiring. |
| ☐ Responds to grievances | ☐ Gives input for performance evaluations. |
| ☐ Disciplines and rewards | ☐ Prepare & 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.

- This position requires extensive travel throughout the state of Oregon, an in-person presence in Oregon communities on a weekly basis, and ability to drive to remote regions of the state.
- All positions in OHA require criminal records check and may require fingerprints.
- Must be organized, able to set goals and priorities, flexible, detail-oriented, and able to work at an above-average pace.
- All positions in DHS require a criminal records check.

Medicaid: Knowledge of Medicaid and health delivery systems, with experience implementing health care transformation in Oregon. Knowledge of health policy at the local, state, and federal levels. Familiarity with varying funding streams for statewide and community investment and value-based payment mechanisms. Knowledge of relevant federal and state laws and regulations

Communication: Ability to use empathy and active listening to understand others' concerns and to articulate and address those concerns in a proactive, resolution-focused way both internally and externally. Oral and written cross-cultural communications skills and experience. Strong written and oral communication skills that incorporate understanding of how

to advance / persuade policy, program and practice changes. Prior experience or willingness to learn how to advocate for coordinated language interpretation and translation services. Bi or multi-lingual/ bi or multi-cultural communication skills and experience communicating and working with diverse populations. Ability to persuade and communicate across a variety of forms including strong written and oral communications and with a broad range of individuals from diverse backgrounds. Oral and written cross-cultural communications skills and experience. Ability to persuade and communicate across a variety of forms including strong written and oral communications and with a broad range of individuals from diverse backgrounds. Oral and written cross-cultural communications skills and experience.

Community relationships: Must have demonstrated background in effectively working with a broad range of partners including providers, insurers, health systems, consumers, and advocates. Demonstrated ability to build and steward positive relationships with diverse community groups including communities of color, immigrant groups, the disability community, and other traditionally marginalized communities. Experience in health care policy and in community-based work.

Equity-centered policy experience: Experience developing, implementing policies and programs that promote equity and inclusion and reduce disparities. Experience advancing state and community-based programs on initiatives that promote equity and reduce disparities.

Collaboration and conflict resolution/ alternative dispute resolution skills: Models collaboration effectively with a wide range of people, work cooperatively, and influence or lead strategic plans for resolving issues both internally and externally. Provides organizational leadership to support inter-and cross-agency collaboration for member needs. Previous experience in alternative dispute resolution, motivational interviewing, and conflict resolution valued in this position. Position requires influencing systems-wide change where need is identified.

Other preferred skills:

- Knowledge and experience in establishing long-range objectives and specifying strategies to achieve them.
- Experience working with the Legislature, community groups and local government.
- Ability to understand and communicate data and evidence-based programs within health care; familiarity with state and local best practices that can help to advance health care in Oregon.
- Demonstrated experience in fields such as social work, public health administration, communication, psychology, law, conflict resolution, or organizational change focused on social justice, diversity and inclusion, universal access and the ADA, dismantling institutional privilege and institutional racism, social determinants of health and equity or advanced degree from an accredited institution in these fields.
- Diversity representative of OHP members and/or those who have professional experience working directly with with diverse populations, specifically racially, ethnically, culturally, linguistically, gender- and ability- diverse community members.
- This is a Spanish-English bilingual position and must be able to read, write, and speak both fluently.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

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

Kristty Polanco

Employee Signature

11/6/2024

Date

Supervisor Signature

Date

Appointing Authority Signature

Date