

OHA CENTRAL and SHARED SERVICES

OHA Central Services supports the OHA mission by providing leadership in several dedicated key policy and business areas. This service area contains the following key areas:

OHA Office of the Director and Policy

The Office of the Director and Policy is responsible for overall leadership, policy development and administrative oversight for the Oregon Health Authority. This office coordinates with the Governor's Office, the Legislature, other state and federal agencies, partners and stakeholders, local governments, advocacy and client groups, and the private sector.

The OHA Director's Office provides leadership in achieving the mission of the agency to help people and communities achieve optimum physical, mental and social well-being through partnership, prevention and access to quality, affordable health care. The clear direction of OHA is to innovate, improve and rework the state health care system to meet three goals:

- Improve the lifelong health of all Oregonians;
- Increase the quality, reliability and availability of care for all Oregonians; and
- Lower or contain the cost of care so it is affordable to everyone.

OHA Office of Human Resources

The dedicated human resources department for the OHA business partners is charged with delivering services to internal customers with quality and timeliness. The dedicated areas will provide services focusing on people strategy development; work force strategies to meet the agency's unique business needs; consolidation of division work force strategic plans and HR policy development. The OHA-HR services are aligned with the OHA mission and core values. Service delivery is accomplished in person, by telephone and video conference, e-mail and written communications, classroom training sessions, online training, and various formal and informal meetings.

OHA Office of Budget, Planning and Analysis

The Office of Budget, Planning and Analysis (BPA) supports the mission of the Oregon Health Authority by providing leadership and collaboration for the

strategic decisions of the programs by providing an in-depth knowledge of OHA financial processes, federal program and fiscal policy, business line funding streams, and state budget processes.

OHA Office of Communications

The OHA Office of Communications (OC) supports the mission of the Oregon Health Authority by providing information to employees, clients, legislators, stakeholders and interest groups, providers and partners, local governments, other state and federal agencies, policymakers, the news media, targeted audiences, and the general public. The office also provides support to the department's priority projects as defined by the agency's director and cabinet.

Staff also ensure that OHA complies with all statutory and legal requirements pertaining to public records requests and other related communication issues.

OHA Office of Equity and Inclusion

The Office of Equity and Inclusion (formerly the Office of Multicultural Health and Services - OMHS) strives to realize its vision of all people, communities and cultures co-creating and enjoying a healthy Oregon. The mission of the Office of Equity and Inclusion (OEI) is to engage and align diverse community voices and the Oregon Health Authority to assure the elimination of avoidable health gaps and promote optimal health in Oregon.

The office organizes its work in terms of four strategic imperatives:

- Assure and sustain an organizational structure that relentlessly pursues health equity and organizational diversity within OHA and in Oregon's health promoting systems.
- Foster dynamic, strength-based, and authentic relationships among Oregon's diverse communities, the OHA and Oregon's health promoting systems.
- Integrate and use diversity development best practices in recruitment, hiring, retention, performance management, contracting and procurement, and leadership and employed development within OHA and Oregon's health promoting systems, and
- Leverage community wisdom, timely data, and research to develop and effectively communicate the rationale for investing in health equity and eliminating avoidable gaps in health outcomes.
- OEI partners with health systems leaders, clinicians, diversity and inclusion professionals, researchers, advocates and community members to promote

good health and wellness for all Oregonians through policy development, training and consultation, and community and organizational capacity building. The OEI provides consultation to programs within the Oregon Health Authority, local health departments, higher education programs, faith- and community- based organizations, universities, ethnic media outlets, Area Health Education Centers, emerging Coordinated Care Organizations, health and community advocacy organizations, and others working to improve the health of all Oregonians.

OHA Office for Oregon Health Policy and Research and the Office of Health Analytics (OHPR/Health Analytics)

The Office for Oregon Health Policy and Research (OHPR) provides health policy analysis and development; coordinates strategic and implementation planning; conducts policy and health services research and evaluation to provide information needed for statewide and Oregon Health Authority (OHA) policy development, implementation and evaluation. It also provides technical assistance to OHA programs and other agencies on policy implementation, as well as monitoring national and state or local health innovations in order to provide information to OHA staff, the Governor’s Office and the Legislature on emerging health care policy and delivery trends.

The Office of Health Analytics, is a sister office of OHPR, sharing administrative services and working in close collaboration. Health Analytics compiles and analyzes technical and statistical information about Oregon’s health system that enables policy makers, practitioners, consumers and researchers to make data-driven decisions. Health Analytics conducts data collection and statistical analysis of utilization and financial data to evaluate OHA program performance, and provide data to support health system and program planning and implementation. In addition, this office performs actuarial analysis to support rate development and benefit design. Further, OHPR and Office of Health Analytics are responsible for developing financial, performance and administration information and metrics to support key management and cost decisions within OHA to optimally support its mission.

OHA Office of Health Information Technology (OHIT)

The Office of Health Information Technology (OHIT) is a central service office ensuring that, as part of all Oregon health reform efforts, any and all projects that should or could incorporate health information technology components are coordinated and funding sources maximized.

The immediate objective of OHIT is to accomplish the goals envisioned by the Oregon Legislature and to take full advantage of the opportunities afforded Oregon by recent federal funding. In order to reach these objectives, OHIT will work in close collaboration with the OHA director, OHA deputy director and OHA governing bodies to convene staff planning and oversight.

The Office of Health Information Technology (OHIT) is responsible for providing leadership and coordination across programs, departments and agencies in developing policies and procedures that: accelerate state and federal health reform goals through organized support for adoption, implementation and integration of health information technologies; increase and convert health IT funding opportunities from federal agencies, philanthropic organizations and the private sector into results; and increase collaboration and communication between state agencies and across programs for enhanced planning and shared decision making, leveraged IT purchases and coordination of service delivery.

OHA SHARED SERVICES

OHA Shared Services supports both DHS and OHA by providing leadership in the delivery of efficient, consistent and coordinated administrative services to all divisions and programs within both departments. OHA Shared Services contains the following key programs:

Shared Services Administration

OHA Shared Services Administration provides oversight and leadership for the OHA Shared Services programs.

Office of Information Services (OIS)

The Office of Information Services (OIS) is a shared service provider for both the Department of Human Services and the Oregon Health Authority providing

information technology (IT) systems and services that support 16,000 agency staff and partners located at 350 locations throughout Oregon.

The OIS structure consists of the Office of the Chief Information Officer and five major operational sections that play vital roles in meeting its mission and customer goals: Customer Services and Support (CSS), Enterprise Alignment and Design (EAD), Shared Services (SS), and separate sections that support the specific IT needs of DHS and OHA (DHS IS and OHA IS).

DHS / OHA Support

DHS IS and OHA IS both work directly with agency divisions and program offices on custom application development, maintenance, and enhancement, Website support, business intelligence, and business collaboration services, ensuring that IT solutions provided by OIS meet the business needs.

DHS IS Support (DHS IS)

The DHS Information Services Support section (DHS IS) provides information technology support to DHS programs, including:

- Aging and People with Disabilities
- Child Welfare
- Self-Sufficiency
- Vocational Rehabilitation
- DHS Operations sections

OHA IS Support (OHA IS)

The OHA Information Services Support section (OHA IS) provides information technology support to OHA programs, including:

- Addictions and Mental Health Division
- Division of Medical Assistance Programs
- Public Health Division
- Public Employees' Benefit Board
- Oregon Educators Benefit Board
- Oregon Health Policy and Research
- Office of Private Health Partnerships
- Oregon Medical Insurance Pool
- Oregon Prescription Drug Program

Information Security Office (ISPO)

The Information Security and Privacy Office (ISPO) is a shared service office providing information security services for DHS and OHA. ISPO encompasses several programs focusing on protecting confidential information assets and educating staff, volunteers and partners of DHS and OHA on how to protect this information and report incidents when they occur. When compliance is compromised, ISPO takes appropriate enforcement action.

The ISPO drivers include federal and state security regulations and audit findings, contractual and grant obligations, DHS security policies and procedures, legislative mandates and the Oregon Consumer Identity Theft Protection Act.

ISPO strives to manage the confidentiality, integrity and availability of information through business risk management. This office helps DHS and OHA deal with the protection of information assets within the agencies and enterprise-wide. ISO focuses on processes and procedures that make up sound business practices.

2013 -2015 Budget Request

The total 2013- 2015 budget request of the OHA Central and Shared Services funding is \$522,635,143 Total Funds. Of the \$522 Million, \$171,146,607 is a General Fund request. With all state assessments and debt service being budgeted with the Central Service Budget structure, more than \$380 million of the Agency Request budget (\$141.9 Million in G/F) is for the state assessments, DHS-OHA Shared Services, OHA OIS/Shared Services, and Debt Service of the Oregon State Hospital Replacement Project. Another \$75.7 Million is directly attributed to the Health Information Technology efforts, which leverages more than \$73.6 Million in federal funds.

The Agency Request Total Fund Budget of the remaining Central Service units (Director's Office, Office of Health Policy and Research, Office of Equity and Inclusion, and all remaining dedicated functions) is \$61,233,504.

Strategic Investment Opportunities to further OHA's work on Health Systems Transformation, including the necessary work with Coordinated Care Organizations and the technology infrastructure needed for OHA delivery, total \$22,814,671 of which \$10,823,750 is General Fund. These investment opportunities are described further in the OHA Agency Request Budget Policy Option Package Narratives.