

Washington Management Service (WMS) Position Description

For assistance completing this form, contact your WMS Coordinator.

Position Information

Position Title: Deputy Director, Office of Health Systems Oversight	Position Number/Object Abbreviation: 70042104	
Incumbent's Name (If filled position): Vacant	Agency/Division/Unit: DOH/HSQA/OHSO	
Address Where Position Is Located: Tumwater, WA	Work Schedule: Part Time <input type="checkbox"/> Full Time <input checked="" type="checkbox"/>	Overtime Eligible: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Supervisor's Name and Title: Ramiro Cantu, Office Director	Supervisor's Phone: 360-236-4660	

Organizational Structure

Summarize the functions of the position's division/unit and how this position fits into the agency structure (**attach an organizational chart**).

Department of Health works with others to protect and improve the health of all people in Washington State. We do this through collaborations and partnerships, leveraging the knowledge, relationships, and resources necessary to influence the conditions that promote good health and safety for everyone.

This position works within the DOH Health Systems Quality Assurance Division's Office of Health Systems Oversight (OHSO). The office includes sections related to behavioral health and clinical care facilities. Health care investigators, many of whom have advanced degrees in health disciplines, conduct investigations of allegations of patient harm. Regulated facilities include medical test sites, behavioral health agencies, Residential Treatment facilities, state institutions, hospitals, in-home settings, end stage renal disease treatment centers, transplant facilities, childbirth centers, rural health clinics, and other Medicare-regulated facilities. Staff conduct inspections of regulated facilities to ensure compliance with federal and state regulations and investigate allegations of patient harm.

The role of the Office of Health Systems Oversight is to support the department's mission to protect public health and safety by ensuring timely inspections of facilities and timely complaint responses, including investigations, of alleged violations of law and rule by regulated entities. The Office directs and integrates the work of case managers, professional inspectors and investigators who support the health care facility programs of the Department of Health in the enforcement process. The Office provides technical expertise regarding the inspection, investigative, and federal (CMS) enforcement, processes to health care facility programs throughout the Department of Health.

The position reports to the Director for the Office of Health Systems Oversight (OHSO) and provides department leadership by managing the Operations and Case Management Section of OHSO. This position supports the Department's mission to protect and improve the health of the state of Washington by providing professional and technical expertise through coordination of investigation and inspection guidelines and policy choices related to the organizing, directing and integrating the work of nurse consultants institutional, advisory laboratorians, health service consultants, case managers and administrative staff. This position is one of twelve WMS positions that supervise OHSO staff.

As a part of the OHSO management team, this position is responsible for independent management and decision making for OHSO and may act on behalf of the director in the director's absence.

The scope of this position also includes the interpretation and application of existing policy, but more importantly, the formulation, application and implementation of new policy as warranted. This includes development of legislative proposals for consideration by the Department.



Position Objective

Describe the position's main purpose, include what the position is required to accomplish and major outcomes produced. Summarize the scope of impact, responsibilities, and how the position supports/contributes to the mission of the organization.

The position represents the office on human resources, information technology, and administrative matters. This manager works closely with division and agency leaders responsible for these functions and is expected to promote collaboration within these areas and serve as a communications conduit between these functions and the Office of Health Systems Oversight (OHSO). As a member of the OHSO leadership team, this manager provides strategic direction on our office's information technology (IT) and data systems, provides leadership to our performance management structures, coordinates our offices' legislative implementation,

This position acts on behalf of the OHSO director in all division administrative functions and has supervisory responsibility in the absence of the office director. This person provides direct supervision of 3 people responsible for administrative functions, office-wide service functions, and performance management. Works closely with external partners such as Washington State Patrol, Department of Social and Health Services, Department of Revenue, Office of Insurance Commissioner, Health Care Authority and Centers for Medicare and Medicaid Services regarding shared responsibilities and business processes that are critical to patient safety.

This position oversees and provides direction of financial, contracting, and grant management activities in OHSO. In collaboration with division financial staff, the position monitors and manages the budget to ensure budget and fiscal processes are following DOH, state and federal policies and accountability systems.

The management objective is to assure patient safety, public health and the quality of health care services and appropriate access to health care services regulated for everyone in the state of Washington. Rules, policies, and procedures developed by the programs must promote the delivery of quality health care to the people of the state of Washington.

The position is accountable for all aspects of office operation management including personnel administration, budget development and administration, legislation development, communications, and public education. The position is responsible and accountable for administering a biennium budget of approximately \$14.7 million dollars

Assigned Work Activities (Duties and Tasks)

Describe the duties and tasks, and underline the essential functions. Functions listed in this section are primary duties and are fundamental to why the position exists. For more guidance, see [Essential Functions Guide](#).

This position is a member of the OHSO leadership team that provides consultation and direction for OHSO business operations.

- Ensures that administrative practices, directives, procedures and goals are consistent with HSQA's and the Department's.
- Assists the efforts of the OHSO Leadership Team to assure that all operational activities and elements of the office are focused, consistent, coordinated, and accounted for.
- Directs and manages the Operations Manager who is responsible for administrative functions; information technology; emergency response and business continuity planning; development, tracking, and interpretation of division policy; budget and financial reporting for the Office of Health Systems Oversight.
- Envisions and directs administrative functions in support of statewide programs, and services including regulation, systems development, evaluation and quality improvement.
- Coordinates with HSQA performance and quality improvement staff and envisions and directs quality improvement initiatives for OHSO services.
- Works in coordination with the HSQA divisional deputies and the other HSQA office deputies.
- Directs the implementation of administrative policy our team receives from the division or the agency.
- Directs and manages the implementation of information technology planning, data system development, implementation, and evaluation for the Operations Managers.
- Directs facilities planning and space management for the office.
- Oversees implementation of department and division policies within OHSO.
- In collaboration with other agency leaders, works with other organizations within and outside state government



on administrative functions in support of health systems quality and accessibility.

- Assures that administrative activities within the office are integrated and that public resources are effectively allocated and deployed.
- Represents the office on divisional or agency teams and directs the implementation of those projects within OHSO.

Accountable and responsible for personnel administration.

- Human resource planning.
- Office facilities planning and space management.
- Works with Office Leadership to select personnel on the basis of job-related abilities; skills and knowledge; provides guidance and reinforcement as needed; all activities including recruitment.
- Plays a lead role regarding personnel matters within the office to ensure consistent messaging of expectations and compliance with office, division, and agency expectations.
- Sets expectations and provides timely feedback on performance for direct reports.
- Facilitates office-wide innovations, progress, and achievements.
- Collaborate with office management regarding areas of needed program improvement.

Accountable and responsible for budget management:

- Directs the development of program state and federal budgets in consultation with the operations manager and executive directors.
- Supports all OHSO grant applications with financial and budget expertise.
- Approves annual budget requests from each health facility service programs.
- Negotiates budget approval with the Division.
- Oversees and directs modifications to budget allotments effecting the office and oversees expenditure and revenue information to ensure compliance with multiple budget plans.
- Authorizes expenditures to DOH approved levels and in accord with DOH signature authority policies.

Develop and incorporate performance improvement activities:

- Oversees and directs the development and implementation of assessments, measures, or audits to evaluate the quality of the office's internal controls, exposure to risk, and compliance with established policies and procedures.
- Uses results to make changes and recommendations to improve efficiency and effectiveness of operations, reliability of financial and operating reporting systems, compliance with applicable legal requirements, stewardship of public resources, and to minimize exposure to risk events.

Responsible for legislative activities:

- Monitors legislation, supports office with bill analyses and provides input into fiscal notes.
- Works with OCHS to analyze and identify legislative impacts.
- Acts to accomplish legislative and regulatory goals and strategies to include implementation.
- Analyzes the impact of proposed legislation by outside constituent groups or Department of Health.
- Serves as the office's point of contact for legislative inquiries.

During a public health emergency, will assist with emergency response activities as assigned.

- Participates as part of the Agency Coordinating Center in the event of an emergency as requested.
- Responsible for promoting the agency's emergency response teams and Incident Management Team opportunities to the OHSO team and for tracking participation on these teams.
- Supports development and maintenance of business continuity plans for the sections and office.
- Serve as the back-up to the office's point of contact for safety and security concerns.

Communicates with inter-agency, intra-agency, state and local government, and other external organization personnel.

- Answers questions and interprets/explains information such as regulatory statutes for active inspections and investigations, policies and procedures to include responding to executive correspondence requests.
- Assists federal, state and local enforcement agencies in actions related to regulated health facilities.
- Assures that administrative activities within the office are integrated and that public resources are effectively allocated and deployed.



- Represents the office on divisional or agency teams and directs the implementation of those projects within OHSO.

Accountability – Scope of Control and Influence

Describe the scope of accountability.

This position has supervisory responsibility and decision-making authority for the Office of Health Systems Oversight in the absence of the Office Director.

Assures grants and contracts are developed and implemented within budget and are consistent with program requirements and state/federal laws, rules, and regulations.

Directly responsible for 3 FTEs.

Reviews and analyzes all aspects of office financial status in collaboration of the Executive Directors. Determines and implements resolutions to budgetary and procurement issues. Ensures office fiscal activities are following financial policies and procedures.

Determines impact of budget changes and prepares fiscal documents for division and agency consideration.

Determines when new or modifications to office business processes are needed to ensure efficient workflow within the office.

Has significant influence over personnel planning and management in the Office of Health Systems Oversight.

Oversees the OHSO business operations and Case Management

- This position exercises a high degree of control having responsibility for appropriate effort and decision making on individual cases, along with very substantial influence on strategy decisions affecting similar types of cases and fact patterns.
- This position has the ability to commit staff resources to development of proposals for procedural change within the OHSO. Through management leadership and procedure development, this position provides substantial influence on major policies and services.

This position has influence over office:

- Administrative policies and procedures.
- Strategic direction of information technology (IT).
- Performance strategies and measures.

This position has wide ranging responsibilities and influence, critical to the smooth business operation of the Office of Health Systems Oversight.

For an office with 70 FTEs and a budget of \$14.7 million, this position has substantial influence over:

- Financial and FTE management.
- Procedures, practices, and processes.
- Personnel processes and actions.
- Overall office organizational structure, staffing, budget allotments and expenditures.

Position is responsible for consolidation and analysis of legislative bills, fiscal notes, decision packages, legislation and initiatives that impact OHSO, including overall budget implications.

Provides substantive input to major policy issues and decisions. With moderate influence, including guidance and support from higher level management, will determine some office protocols or business practices within the division or the agency, generally on issues of lower impact or scope (e.g. audit activities for OHSO, etc.).



Incumbent represents the agency and influences external audiences such as Washington State Patrol, Department of Social and Health Services, Department of Revenue, Office of Insurance Commissioner, Health Care Authority and Centers for Medicare and Medicaid Services regarding shared responsibilities and business processes that are critical to patient safety.

Coordinates legislative and rules activities at the office level, identifying resources related to carrying out legislative mandates.

Responsible for development of office business plan in support and alignment with agency and division priorities, especially those promoting patient safety. Oversees the office operations with the development, tracking, and reporting of progress on strategic goals and associated performance measures.

Financial Dimensions

Describe the type and annual amount of all monies that the position directly controls. Identify other revenue sources managed by the position and what type of influence/impact it has over those sources.

Operating budget controlled.

Manages the development and execution of the office budget of \$14.7 million and monitors the Office spending plan.

Other financial influences/impacts.

Strategic, Financial, and Project Planning: Aligns Office of Health Systems Oversight activities and resources with the mission and strategy of the organization; anticipates problems and develops contingency plans; states options and writes clear and concise briefings and recommendation papers; develops monthly spending plans as necessary and tracks budgets within budget constraints.

- Working with IT, develops and supports Office technology proposals, visibility documents, feasibility studies, RFPs, and purchase orders.

Supervisory Responsibilities

Supervisory Position: Yes No

If **yes**, list total full-time equivalents (FTE's) managed and highest position title.

3 FTEs with the highest level being a WMS2

Decision Making and Policy Impact

Explain the position's policy impact (applying, developing or determining how the agency will implement).

Plans, directs, and manages office budget, procurement and legislative functions. Identifies priorities, resource allocation and strategic direction impacting programs across the office critical to protecting patient safety.

Supports the activities of partner agencies and vendors regarding development and processing of documents and agreements.

Implements fiscal policies to ensure that agency business decisions are sound. Develops and recommends changes to division and program specific policies regarding budget and workflow.

This position:

- Envisions and directs operational and administrative functions in support of statewide programs, policies and services;
- Manages the development of administrative processes for the office;
- Manages strategic planning, development, implementation and evaluation for the office;
- Manages financial planning, development, implementation and evaluation for the office;
- Oversees information technology planning and needs identification for the office;
- Works with other organizations within state government on administrative functions in support of health systems quality and accessibility;
- Participates in the development of proposed legislation and regulations; acts to accomplish legislative and



regulatory goals and strategies.

Is the position responsible for making significant recommendations due to expertise or knowledge? If yes, provide examples of the types of recommendations made and to whom.

Yes. This position works independently to determine appropriate and accurate decision-making and actions. This position is responsible for making significant recommendations to the Office Director, including formulating recommendations for the development of the agency biennial and supplemental budget requests. This position views the Office as a whole and provides recommendations and guidance regarding the optimal use of resources and ensuring the ongoing needs of OHSO are met.

Explain the major decision-making responsibilities this position has full authority to make.

Preparation and oversight of spending plans. Approval of all expenditures to assure that they are within budget and consistent with program priorities. Approval of contract development and processing. Approval of legislative analyses and bill impact analyses. Approval of office resource levels for fiscal notes

Describe whether decisions are of a tactical or strategic nature and how decisions are made. For example, is there known precedent, is it somewhat unfamiliar, or unknown and unexplored?

Decisions include both tactical and strategic areas. The position is required to interpret broad policies for application among programs. Technical knowledge in the following areas is needed to determine the parameters for decision making:

- Washington State statutes, rules and policies, related to financial management, personnel management, IT management, records management and retention, contracting, licensing and regulation of health care professions and facilities, and administrative rules development.
- Agency administrative policies and procedures.
- Multiple union collective bargaining agreements.
- State and federal public health agenda and priorities.

When making decisions consideration is also given to previous similar decisions made.

What are the risks or consequences of the recommendations or decisions?

Poor financial, personnel, administrative or programmatic policy decisions could significantly limit the division's ability to protect public health and patient safety or result in civil lawsuits. This position is relied on for its expertise and consultation in personnel matters and fiscal management often involving complex issues impacting all areas of the office, division, and agency. The consequences of faulty recommendations or advice could negatively impact the agency's bottom line and services to the public. Errors could negatively impact the credibility of the agency. Staff would not be able to function at their highest level to provide program services to constituents and the public.

In summary, poor decisions or recommendations made by this position could negatively impact patient safety services to health care providers and communities in Washington, impacting both patient safety and access to care.

Qualifications – Knowledge, Skills, and Abilities

List the education, experience, licenses, certifications, and competencies.

Required Education, Experience, and Competencies.

A Bachelor's degree with major study in public health, health care administration, public administration, business administration, public administration, criminal justice, law, law enforcement, or health-related field AND two to three years of professional experience in a related field, two of which must have been managing professionals in these areas;
OR

Seven years of professional experience in a related field, two to three of which must have been managing professionals in these areas.

AND

- Demonstrated knowledge, experience and competency managing resources and improving performance



outcomes in a regulatory, public health, or clinical environment (hospital, nursing, or related professions or facility).

- Familiarity with state laws, or federal regulations related to HSQA.
- Ability to use computer word-processing, input data into databases related to work activities, and communicate verbally and in writing with others.
- Experience working with highly sensitive, confidential, and high security materials in a secure environment.
- Technical expertise in area of health professions discipline including familiarity with state laws, including the Uniform Disciplinary Act as well as Federal and state statutes, rules, and judicial decisions applicable to areas regulated by the Division.

COMPETENCIES

Attracts Top Talent – Attracting and selecting the best talent to meet current and future business needs.

Builds Effective Teams – Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.

Cultivates Innovation – Creating new and better ways for the organization to be successful.

Drives Results – Consistently achieving results, even under tough circumstances

Manages Complexity – Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems.

Plans and Aligns – Planning and prioritizing work to meet commitments aligned with organizational goals.

Global Perspective – Taking a broad view when approaching issues, using a global lens.

Nimble Learning – Actively learning through experimentation when tackling new problems, using both successes and failures as learning fodder.

Resourcefulness – Securing and deploying resources effectively and efficiently

Preferred/Desired Education, Experience, and Competencies.

Master’s degree in public health, business, public administration, mathematics, statistics, or organizational development.
Two years of demonstrated project management experience

Special Requirements/Conditions of Employment

List special requirements or conditions of employment beyond the qualifications above.

Working Conditions

Work Setting, including hazards:	Work Setting: Work will be almost exclusively indoors in a cubicle office environment. As a part of a busy, fast-paced office, can sometimes get noisy and/or distracting. May be required to move cubicle locations, or share with other staff, as business needs require. Work in a tobacco-free campus. Work may be remote.
Schedule (i.e., hours and days):	Due to the operational and supervisory nature of the position, schedule will be Monday through Friday. A minimum of 40 hours per week is required to fulfill the



	responsibilities of this position. May need to work more than 40 hours per week to meet critical deadlines or address workload peaks. May be asked to work weekends and Holidays. A flexible work schedule will be considered at the incumbent's request, subject to supervisory approval.
Travel Requirements:	Occasional travel may be required.
Tools and Equipment:	Will require the use of standard office equipment and furniture (e.g., computer, desk, chair, telephone, fax/copier machine, printer, etc.)
Customer Relations:	Most contact will be with co-workers, but occasional contact with vendors, other agency staff, or external customers may be required.
Other:	During a public health emergency and/or to support business continuity will assist with emergency response activities as assigned.

Acknowledgement of Position Description

The signatures below indicate that the job duties as defined above are an accurate reflection of the work performed by this position.

Date: 08/16/2022	Supervisor's Signature (required): /s/ Ramiro R. Cantu
Date: 8/16/22	Appointing Authority's Name and Title: Jonnita Thompson, Deputy Assistant Secretary Signature (required): /s/ Jonnita Thompson

As the incumbent in this position, I have received a copy of this position description.

Date:	Employee's Signature:
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Position details and related actions taken by Human Resources will be reflected on the Position Evaluation Summary form.

