

HATFIELD RESIDENT FELLOWSHIP PROJECT BRIEF

Oregon Health Authority (OHA) Rules Advisory Community Engagement Project

Project Dates: July 11, 2023 – February 23, 2024,

PROJECT GOAL

The goal of this project is to get feedback on Oregon Health Authority's (OHA) Medicaid Administrative Rules Community Engagement practices, find ways to improve engagement, and give OHA recommendations on their engagement process.

STRATEGY

To get a sense of how OHA did their community engagement I did the following:

1. Sent out a post-Rules Advisory Committee survey to understand how the RAC members felt about OHA's community engagement process.
2. Interviewed Rules coordinators to get information on how they held RAC meetings.
3. Organized and hosted an Administrative Rules webinar for community members to get to know

about Administrative Rules and give OHA feedback on our processes.

CHALLENGES

Most of my challenges were due to bureaucratic issues. For example, I was originally going to create a video training series for Administrative Rules and was going to get help from the Publications and Creative Services (PCS) team, but they were hesitant to work with me because the project request was not coming from the Rules Coordinator. So, we came up with the webinar idea.

Sometimes it would be difficult to get a hold of people and I would have to get managers involved to "push" others to help me with my projects.

TAKE-AWAYS

1. Rules Advisory Committee (RAC) outreach is not consistent.
2. Administrative rules, which are important to understand to be able to attend a RAC, are not in plain language and are hard to understand.
3. There is not enough community input and participation in these RACs. They are dominated by providers and non-RAC members.

RESULTS

1. Organized and developed a PowerPoint for the Administrative Rules webinar.
2. Advertised and hosted an Administrative Rules webinar to educate the public and other partners about rules.
3. Will write a report with recommendations for OHA.