




MELISSA R. ISAVORAN

CONTACT

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EDUCATION AND TRAINING

Master of Legal Studies

Arizona State University (ASU), Sandra Day O'Connor College of Law
2008

Bachelor of Science in Global Business

Arizona State University (ASU)
2005

Certified Professional in Healthcare Quality

National Association for Healthcare Quality
2023

PROFILE SUMMARY

Melissa Isavoran is passionate about health care quality and equitable quality of life for everyone. Melissa has over 25 years of experience in healthcare policy and administration and has spent the last several years addressing social determinants of health, population health, and community infrastructure development. Melissa has demonstrated accountability for driving health care policy implementation, developing key health care and health-related strategies and programs, and overseeing Medicaid managed care programs and health plans. Throughout her career, Melissa has mastered stakeholder engagement techniques, fostered high-profile collaborations to address health care quality, and helped countless organizations navigate health care policy and complex operations by advancing strategic approaches and creative solutions aligned with community needs. Melissa developed two separate collaborative health policy and population health institutes pulling in health care entities, key legislators and policy makers, and universities; one for Samaritan Health Plans in Oregon titled Intercommunity Health Research Institute and one in Arizona titled Grand Canyon Institute. Melissa currently works with numerous organizations building robust health-related collaboratives, addressing operational complexities for health systems, and developing community support organizations.

PROFESSIONAL EXPERIENCE

Vibe Health Solutions

Salem, Oregon

Principal & Founder

August 2021 to Present

- Lead and operate consulting firm focused on research and evaluation, health plan solutions, and policy and advocacy

Samaritan Health Plans

Corvallis, Oregon

Assistant Vice President, Medicaid Programs/SDOH and Transformation

August 2021 to August 2023

- Oversaw a regional Medicaid managed care plan, driving strategic initiatives and operational successes
- Managed population health and metrics via gap analyses, interventions, value-based payments, and collaboratives
- Directed operational compliance, vendor oversight, benefits, marketing, program evaluation, and deliverables
- Developed and lead collaboratives with government organizations, tribal entities, and community organizations
- Directed regional health assessments and community health improvement plan development/implementation
- Managed health information technology strategy (e.g., hospital events systems and community information exchange)
- Implemented a health research institute with Oregon State University, provider, and community governance
- Enhanced the implementation and support structure for traditional/community health workers and health equity

Health Services Advisory Group

Salem, Oregon

Associate Executive Director – External Quality Review (EQR)

July 2018 to July 2021

- Directed and managed all Oregon Medicaid external quality review activities, ensuring the contractual relationship with the Oregon Health Authority and providing regulatory guidance to the State and Medicaid managed care entities
- Delivered presentations and technical assistance on EQR activities, regulations, and best practices in Medicaid
- Prepared and coordinated proposals for EQR and health care quality opportunities nationwide



PROFESSIONAL EXPERIENCE

○ Oregon Health Authority

Portland, Oregon

Project Director

August 2011 to July 2018

- Directed and implemented high-profile projects and programs in numerous health care policy areas
- Partnered with physicians and health care leaders to inform public policy and address change management
- Engaged local and national stakeholders to foster collaboration on health care policy and program activities
- Managed program design and development via business analysis, strategic planning, project planning, operations management, vendor contracting and management, financial strategy, and branding/marketing
- Delivered presentations to various local/national audiences and participated on panels to communicate policy

○ Cunningham Consulting Group

Phoenix, Arizona

Associate Consultant

December 2008 to March 2015

- Developed the Grand Canyon Institute as a centrist public policy research entity with bi-partisan leadership
- Coordinated with Arizona State University fellows to manage research deliverables based on current policy priorities
- Secured contracts and developed partnerships/funding with multiple municipalities for public projects and grants

○ Arizona Governor's Office, Janet Napolitano

Phoenix, Arizona

Deputy Director of Efficiency Review

July 2006 to July 2008

- Provided senior-level management on operations and positioning of the Governor's Office of Efficiency Review
- Led innovative, state-wide organizational reform projects using lean principles and process mapping techniques
- Directed research efforts to develop policy analyses, business cases, and process performance measures
- Managed individuals and project teams to ensure seamless project implementation and on-going management
- Represented the Governor's Office on statewide initiatives and coordinated activities with multiple agencies

○ Arizona Health Care Cost Containment System (AHCCCS)

Phoenix, Arizona

Executive Consultant II

May 2004 to July 2008

- Managed programs and projects related to utilization, provider shortages, and child and Native American health
- Developed annual strategic plans in collaboration with agency executives, critical management, and stakeholders
- Coordinated planning and budgeting to ensure budget goals aligned with agency's performance measurements
- Assisted in Medicaid contracting activities for in the areas of non-emergency transportation and managed care

Budget Control Development Officer II

January 2003 to May 2004

- Managed budgets for complex divisions, projects, and grants and helped prepare the agency's \$7 billion budget
- Developed and implemented agency projects in relation to operational efficiency and finance policy changes
- Worked with Executives to negotiate budget matters to control agency spending and develop budget policies

Budget Control Development Specialist II

June 2001 to January 2003

- Developed and managed the administrative budget, managing vendors and labor distribution across funding sources
- Forecasted operating budgets based on past expenditures, future needs assessments, and projected inflation

Personnel and Policy Coordinator

June 1999 to June 2001

- Prepared and coordinated the process of administrative rules and developed/maintained agency operational policies



INFLUENTIAL REPRESENTATION AND COMMUNICATIONS

Home, Opportunity, Planning, and Equity Advisory Board – Board member representing Medicaid delivery

Early Learning Hub Governing Board – Co-Chair representing regional community member and infrastructure needs

Health Plan Alliance – Presented on addressing misgendering trauma in health care (health equity)

Oregon Health Leadership Council – Membership informing health care administrative simplification opportunities

Healthcare Information and Management Systems Society – Conducted a webinar on Centralized Provider Data

National Committee on Quality Assurance: State Briefing – Conducted a webinar on Centralized Credentialing

Patient Safety and Defensive Medicine Committee – Presented on liability reform options and Oregon legislation