

Position Code HLTCRSVEA72R

State of Michigan
Civil Service Commission
 Capitol Commons Center, P.O. Box 30002
 Lansing, MI 48909
POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete this form as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.)	8. Department/Agency
	Licensing and Regulatory Affairs
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
	Bureau of Survey and Certification
4. Civil Service Position Code Description	10. Division
Health Care Surveyor-9-P11	Acute & Continuing Care and Support Division
5. Working Title (What the agency calls the position)	11. Section
Health Care Surveyor	Dialysis, Ambulatory Surgical Centers, Hospital Section (DASH) Or Specialized Health Care Services Section (SHCS)
6. Name and Position Code Description of Direct Supervisor	12. Unit
State Administrative Manager 15 Angela Ackley	
7. Name and Position Code Description of Second Level Supervisor	13. Work Location (City and Address)/Hours of Work
Michelle Roepke; State Division Administrator 17	611 W. Ottawa St., Lansing, MI (or home office as assigned) 8:00AM-5:00PM, Monday-Friday (or hours as assigned)
14. General Summary of Function/Purpose of Position	
<p>This health care surveyor (HCS) position performs individual and/or team survey activities on behalf of the Centers for Medicare and Medicaid Services (CMS). The HCS position will participate in federal initial and recertification surveys, validation surveys, and complaint investigations, for a diverse group of non-long term care providers/suppliers following the regulations in the CMS State Operations Manual. The providers/suppliers include DASH: Hospitals (including acute, psych, critical access, and long-term acute care (LTAC) facilities), End Stage Renal Disease (ESRD) Facilities, Ambulatory Surgical Centers (ASC), and Transplant Programs; or SHCS: Home Health Agencies (HHA), Hospice agencies, Outpatient Physical Therapy providers, Rural Health Clinics (RHC), and Community Mental Health Centers (CMHC).</p>	

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary of Duty 1 **% of Time 80 %**

Individually or as part of a survey team, conducts surveys/complaint investigations of providers/suppliers to determine compliance with federal regulations pertaining to standards of care for federal certification.

Individual tasks related to the duty.

- Evaluates health care providers (provider/suppliers) compliance with federal regulation by observation, interview and record review.
- On-Site Survey Tasks: Perform observations of the provider's physical environment, and patient care encounters. Select and evaluate a sample of patient's medical records. Review the provider's administrative information, personnel records, policies and procedures, and provider's quality assurance documents. Conducts interviews with provider staff and patients and/or patient representatives, and verbally advises provider of concerns identified during the survey. Survey team members complete the tasks under the coordination and direction of the team lead as assigned.
- Off-Site Tasks: Evaluates survey findings to determine compliance with federal regulations. Prepares survey findings into a clear, understandable and logical order and compiles the findings into written citations following the CMS prescribed Principles of Documentation (POD) format and completes the field report narrative when the survey involves complaints. The experienced surveyor receives, reviews and organizes the documents collected during the survey process to be submitted electronically and reviews the Plans of Correction when assigned by manager.

Duty 2

General Summary of Duty 2 **% of Time 10%**

Serves as a preceptor for new surveyors and functions as the survey team lead when assigned by manager.

Individual tasks related to the duty.

- Preceptor for new surveyors: Assigned to a new surveyor to train on survey process including but not limited to the following: survey preparation (including a pre-survey meeting to ensure preparation is completed correctly), entrance and exit conference, process for requesting documents electronically, conducting staff and family interviews including interview best practices, key elements of direct observation during survey process, document review according to State Operations Manual (SOM) and appropriate appendices, comprehensive and complete note taking, citation determination from completed observations, interviews and record reviews, how to prepare the survey findings into a clear, understandable and logical order and put into written citations following the CMS POD format and assists with developing the investigative narrative report.
- Survey team lead: May function as a team lead upon completion of applicable federal training and demonstrated competency to survey independently as determined by preceptor and manager. When assigned team lead, the individual serves as the point of contact for the provider/supplier, assign tasks to team members, complete the pre survey preparation, conduct the entrance and exit conferences, work with provider/supplier to collect documents electronically and notify staff when documents are received. The team lead communicates with manager when serious findings or concerns are identified. The experienced surveyor monitors completion of survey tasks and adjusts team member's assignments as needed to ensure all tasks are completed and facilitates a team meeting to discuss survey findings prior to exit conference. Prior to survey exit, the survey team lead distributes the provider feedback survey to the facility and carbon copies the manager for awareness. Once the survey team exits the survey, the survey team lead contacts the manager to update if any concerns were noted during the survey.

Duty 3

General Summary of Duty 3 **% of Time 5%**

Performs quality assurance reviews of the survey reports.

Individual tasks related to the duty.

- Quality Assurance Review: Performs informal reviews of teammates citation writing to ensure it follows the POD, correct any grammatical errors as needed, ensure the report follows a logical flow, ensure the deficient practice statement and findings match, and the correct regulatory references are used. The investigative narrative report is completed using the items reviewed, observations made, and interviews conducted.

Duty 4

General Summary of Duty 4 **% of Time 5%**

Other duties as assigned.

Individual tasks related to the duty.

- Submits time sheet, expense reports and vehicle travel logs by assigned due date.
- Completes assigned trainings by due date.
- Performs related work as assigned including cross training in other federally certified provider/supplier types.
- Provides technical assistance to providers in identifying deficiencies and clarifying federal certification requirements.
- Provides consultation/technical assistance to the bureau director, division director, and section manager and other complaint investigators/health care surveyors.
- Participates in the development of policies, procedures and forms for the section and assists with developing training and educational webinars for providers/suppliers.
- Additional tasks as assigned by manager.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Independent professional judgment is typically used in making compliance decisions during surveys and complaint investigations. Decisions usually relate to whether regulatory compliance has been achieved by the provider/supplier and if adequate and appropriate care of patients/residents occurred.

17. Describe the types of decisions that require the supervisor's review.

Guidance is requested when established policy does not exist or when the survey protocol does not cover significant or controversial issues identified during the survey or complaint investigation. Supervisor review is also required when there is an Immediate Jeopardy associated with a survey.

18. What kind of physical effort is used to perform this job? What environmental conditions is this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

The position requires extensive travel to all areas of the state in all weather conditions, requires flexible work hours to determine compliance with requirements in providers/suppliers that operate 24 hours/day and take care of patients during these times. The position requires considerable physical stamina and mobility to tour the physical environment of a provider/supplier and to observe and evaluate patient/resident care in a variety of settings. There is also a potential for exposure to communicable/contagious diseases.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis. (If more than 10, list only classification titles and the number of employees in each classification.)

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
N/A	N/A	N/A	N/A

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- | | |
|---|--|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work. |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work. |
| <input type="checkbox"/> Approve leave requests. | <input type="checkbox"/> Review work. |
| <input type="checkbox"/> Approve time and attendance. | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand. | <input type="checkbox"/> Train employees in the work. |

22. Do you agree with the responses for Items 1 through 20? If not, which items do you disagree with and why?

Yes.

23. What are the essential functions of this position?

- Health Care Surveyors have specialized knowledge in the area of organized health care services which is utilized in on-site surveys of a variety of settings.
- Responsible for performing comprehensive evaluations of compliance with federal and professional standards of care in a wide variety of health care settings statewide.
- Performs surveys and complaint investigations to determine provider/supplier compliance with federal certification requirements; prepare reports of findings; provide technical assistance to peers and division staff.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

The responsibilities, knowledge, and job duties have become more complex due to more stringent federal regulations and survey processes as well as expanding the scope and types of facilities surveyed. Most of the training is achieved through online programs and on-site experience. In addition, the position now utilizes electronic document submission programs, which requires surveyors to have a moderate understanding and comfort level with technology.

25. What is the function of the work area and how does this position fit into that function?

The function of this work area is to ensure new and existing federally certified providers/suppliers are complying with the federal condition of participation requirements to receive Medicare funding. This position performs individual and/or team survey activities on behalf of the Centers for Medicare and Medicaid Services (CMS). The HCS position will participate in federal initial and recertification surveys, validation surveys, and complaint investigations, using observation, interview, and record review to determine compliance, for a diverse group of non-long term care providers/suppliers following the regulations in the CMS State Operations Manual.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position?

EDUCATION:

Possession of a bachelor's degree in nursing, psychology, speech and language pathology, social work, physical therapy, occupational therapy, or foods and nutrition, gerontology, pharmacy, or another health-related field.

EXPERIENCE:

Health Care Surveyor 9 – No specific type or amount is required.

Health Care surveyor 10 – One year of professional experience equivalent to a Health Care Surveyor 9.

Health Care Surveyor P11 – Two years of professional experience equivalent to a Health Care Surveyor 9, including one year equivalent to a Health Care Surveyor 10.

Alternate Education and Experience: Possession of an associate's degree in nursing, Michigan license in good standing as a registered nurse, and two years of registered nurse experience in a nursing home, hospital, hospice, home health agency or other health care facility.

KNOWLEDGE, SKILLS, AND ABILITIES:

