

Position Code
1. DEPTLTCHEU98R

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 Community and Health Systems
4. Civil Service Position Code Description	10. Division
Departmental Technician-E	Health Facility Licensing, Permits, and Support Division
5. Working Title (What the agency calls the position)	11. Section
BITS Support Technician	Bureau Support Section
6. Name and Position Code Description of Direct Supervisor	12. Unit
Dana Stein, State Administrative Manager 15	
7. Name and Position Code Description of Second Level Supervisor	13. Work Location (City and Address)/Hours of Work
Heather Hosey; State Division Administrator 17	611 W. Ottawa St., Lansing, MI 8:00AM-5:00PM, Monday-Friday
14. General Summary of Function/Purpose of Position	
<p>This position will provide support of the BITS Licensing System and IT requests for computer assistance. This position is responsible for evaluating software programs, determining training needs, monitoring state and federal requirements, and recommending modifications as needed. This position is also responsible for application support, review, and assistance with technical coordination of the Federal Quality Indicator Survey (QIS) Process and Outcome and Assessment Information Set (OASIS). These applications are critical to state licensing and federal certification processes.</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 50**_____

Review and evaluate the BITS Licensing System function components and provide technical support for over 200 BITS users state-wide.

Individual tasks related to the duty.

- Evaluate and analyze the functional components of BITS and recommend system updates.
- Assist the Senior BITS Analyst with support tasks related to BITS.
- Analyze and troubleshoot issues that arise with the BITS program.
- Provide consultation to DTMB to resolve system issues.
- Collect and consolidate monthly performance reports from BITS.
- Conduct research to identify management as needed.
- Create ad hoc reports for management as needed.
- Work with field staff to assist in troubleshooting issues.
- Maintenance and revision of templates, forms, and letterhead for Child Care, Adult Foster Care, Homes for the Aged and Camp Licensing.
- Assist with updating the BITS manual.
- Participate in testing hardware and software upgrades prior to state-wide distribution.

Duty 2

General Summary of Duty 2 **% of Time 30**_____

Review and evaluate CMS Quality Indicator Survey (QIS) Process, determine training needs, and provide technical support. This position will support field staff for 10 work units (over 100 staff) based in 3 offices (Lansing, Detroit, Gaylord) who inspect nursing homes state-wide.

Individual tasks related to the duty.

- Analyze CMS QIS Process and determine what training is needed.
- Develop training materials and design, implement, and conduct any necessary training programs for the QIS application.
- Coordinate initial installation and upgrades of the QIS software on staff computers.
- Consult with bureau staff and evaluate problems/issues that arise with the QIS application, and provide resolution or identify the correct person(s) to resolve the issue.
- Analyze ongoing operation of CMS QIS Process and recommend updates or modifications to improve efficiency as applicable.
- Administer necessary maintenance and updates for the QIS applications.
- Perform quality assurance reviews to assure timely and accurate transfer of QIS surveys into the ASPEN federal systems.
- Evaluate and resolve issues or problems that arise from QIS database applications consulting with CMS staff, DIT, bureau staff and other state departments.
- Attend CMS training for QIS survey process and monthly CMS technical calls.

Duty 3

General Summary of Duty 3

% of Time 10 _____

Develop and implement program plans for the federally required facility patient assessment system Outcomes and Assessment Information System (OASIS). This position is responsible for liaison activities between the bureau, federal government, nursing home industry and software vendors.

Individual tasks related to the duty.

- Track and evaluate CMS goals for OASIS automation.
- Track and evaluate on-going state and federal initiatives with regard to assessment data collection and management systems.
- Attend meetings with CMS, contractors, other state agencies, and organizations to comply with federal requirements for the use of OASIS in Michigan.
- Interpret CMS OASIS regulation and policies to determine work plans/schedules and coordinate the OASIS information systems.
- Design and recommend management plans to assure contractors and facilities comply with federal OASIS requirements.
- Serve as the liaison between CMS, home health agencies (HHA), and software vendors to coordinate use of OASIS in facilities.
- Collect, analyze, and maintain program data for use in HHA survey activity planning.
- Consult with home health agencies regarding issues noted during the review of data collection.
- Conduct all needed follow-up with technical staff to resolve and outstanding issues.
- Track and evaluate requirements for home health regulation found in both Michigan and federal law, as well as all requirements under agreement with the Centers for Medicare and Medicaid Services.

Duty 4

General Summary of Duty 4

% of Time 5 _____

Provide support and assist with the Bureau's data systems (Aspen, License 2000, MiACTS, ePOC, SPOTS, FMS and BITS)

Individual tasks related to the duty.

- Analyze current IT support procedures and provide recommendations for process improvement.
- Respond to requests from the BCHS-IT support mailbox to identify possible system problems and, based on findings, coordinate with supervisor any necessary maintenance requests to the DTMB programmer. These requests must contain a thorough analysis of the problem as well as the proposed solution.
- Assist in the performance system testing to ensure that anomalies have been properly corrected prior to implementation.
- Prepare and inform staff when data system is updated to eliminate problems and train staff on data system operations.

Duty 5

General Summary of Duty 5

% of Time 5 _____

Other duties as assigned.

Individual tasks related to the duty.

- Create training manuals and software used in BCHS.
- Perform special projects and assignments.
- Other duties as assigned.

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

Determine appropriate action for home health agencies to correct patient assessment failures.
 Determine routing of routine IT issues for timely resolution based on detailed reports from BCHS staff.
 Home health agency staff, BCHS staff, and DTMB staff may be affected by these decisions.

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

Decisions regarding designing and implementing new policies and procedures are made in conjunction with the supervisor and the other management staff affected. The release of sensitive information. Clarification of laws and regulations when unclear.

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.

Work is performed in a typical office setting, requiring some sitting, standing, bending, and the extensive use of a personal computer. Periodic travel for bureau programs and occasional overnight travel for federal training and state-wide management of bureau databases.

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>

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?

This position serves as resource for the bureau to evaluate program applications, determine training needs, monitor state and federal requirements, and recommend modifications as needed. This position is also responsible for database applications and software programs, primarily focusing on the federal Quality Indicator Survey program, and supporting the BITS licensing system.

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

New position.

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

This Section is responsible for the coordination of all data systems in the Bureau of Community and Health Systems. This position is responsible for evaluating program applications, determining training needs, monitoring state and federal requirements, and recommending modifications as needed.

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

EDUCATION:

Education typically acquired through completion of high school.

EXPERIENCE:

Departmental Technician 7: One year of experience performing administrative support activities equivalent to the 7-level in state service.
Departmental Technician 8: One year of experience as a technician or paraprofessional equivalent to the entry level in state service; OR
One year of experience performing administrative support activities equivalent to the 8-level in state service
Departmental Technician 9: Two years of experience as a technician or paraprofessional, including one year of experience equivalent to the intermediate level in state service; OR
One year of experience performing administrative support activities equivalent to the 9-level in state service;
OR
One year of experience as a supervisor of administrative support activities equivalent to the 9-level in state service

IT experience preferred.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of principles and practices of research and analysis; ability to analyze, synthesize, and evaluate a variety of data in program development and analysis; to organize, evaluate, and present information effectively; to interpret laws, rules and regulations; to utilize computer processes, and maintain good customer service. Computer skills to develop, manage, and support Bureau applications, familiarity with state government and Michigan Compiled Laws affecting the Bureau of Community and Health Systems, state and federal regulation. Ability to think quickly and assist staff with IT-related issues.

CERTIFICATES, LICENSES, REGISTRATIONS:

NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor's Signature

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to statements of the employee(s) or supervisors.

I certify that the entries on these pages are accurate and complete.

Appointing Authority Signature

Date

TO BE FILLED OUT BY EMPLOYEE

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee's Signature

Date

NOTE: Make a copy of this form for your records.