

**State of Michigan
Civil Service Commission**

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. HLTCRS

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information 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 AFF
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Bureau of Community and Health Systems
4. Civil Service Position Code Description HEALTH CARE SURVEYOR-E	10. Division Federal Survey and Certification Division
5. Working Title (What the agency calls the position) Health Care Surveyor	11. Section LTC
6. Name and Position Code Description of Direct Supervisor HOWLETT, CHERYL A; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor ROEPKE, MICHELLE M; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work / Monday-Friday, 8 A.M. - 5 P.M

14. General Summary of Function/Purpose of Position

The Bureau of Community and Health Systems (BCHS) within the Department of Licensing and Regulatory Affairs (LARA) is the identified state agency to perform survey and certification activities on behalf of the Centers for Medicare and Medicaid Services (CMS).

The health care surveyor position performs surveys for covered federally certified long-term care (LTC) providers, specifically nursing homes, county medical care facilities, and hospital long term care units. The position conducts onsite, and virtual where appropriate, initial certification and recertification surveys as well as complaint and facility reported incidents investigation surveys. The purpose of these surveys is to determine initial and ongoing compliance of federal certified providers with applicable portions of the Code of Federal Regulations (CFR) and may be conducted by an individual assigned health care surveyor or a team of surveyors. In addition to the CFR, the survey process is guided by the federal State Operation Manual (SOM).

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: **Percentage: 75**

Perform surveys.

Individual tasks related to the duty:

- Conducts required preparatory work prior to conducting a survey including, but not limited to, review of past citations, Minimum Data Set (MDS) provider-specific data, survey assignments, and facility floor plans.
- Reviews complainant allegations and communicates with complainant prior to and after the conclusion of an investigation.
- Performs onsite, and where appropriate virtually, surveys (inspections) through observations, record review, and interviews.
- Reviews provider's policies, self-identified incident reports, resident care plans, quality assurance records, organizational structure, staff competency, and residents' medical records.
- Evaluates and interprets survey information collected to determine provider compliance with CFR.
- Compiles and secures supporting documentation for identified deficient practice to be included with survey report findings.
- Conducts exit conference with provider to present preliminary survey findings.
- Participates as a survey team member when assigned.
- Performs functions as a team lead when assigned to a team survey.
- Conducts off-hour and weekend surveys as required by CMS.
- Follows SOM to complete survey tasks.

Duty 2

General Summary: **Percentage: 15**

Write survey reports and enter other administrative documentation.

Individual tasks related to the duty:

- Writes initial certification and recertification survey reports as well as abbreviated complaint and facility reported incidents investigation survey reports.
- Utilizes and enters survey reports and other necessary data/documentation in CMS ASPEN management information system.
- Utilizes and interprets CFR and SOM to determine deficient practices to be cited in survey reports.
- Utilizes and interprets federal Principles of Documentation (POD) in writing survey reports.
- Ensures the timeliness of survey reports as outlined in the SOM.
- Corrects or modifies survey reports as directed by section manager.
- Participates in the quality assurance review of survey reports.
- Completes other administrative duties and documentation related to surveys and survey report writing including, but not limited to, completion of the CMS time keeping data system (CMS 670).

Duty 3

General Summary: **Percentage: 5**

Participate in and complete required trainings

Individual tasks related to the duty:

- Participates in and successfully completes the federally Surveyor Minimum Qualification Test (SMQT).
- Participates in and completes other federally required trainings, workshops, and conferences as assigned.
- Participates in and completes other state required trainings, workshops, and conferences as assigned.

Duty 4

General Summary: **Percentage: 5**

Other duties as assigned.

Individual tasks related to the duty:

- Serves as a preceptor in the training for new employees.
- Provides regulatory guidance to certified providers when appropriate.
- Assists in preparation for and serve as a witness in hearings as required.
- Assists manager with performing desk reviews.
- Assists other regions when assigned.
- Assists manager and division director with writing and updating policies and procedures.
- Represents the bureau in internal and external meetings.
- Performs other duties as assigned by the section manager, division director, deputy bureau director, or bureau director.

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 including interpretation of federal regulations. The decisions this position makes can affect a provider's ability to admit new residents, enforcement remedies applied to a provider including civil monies penalties, affect a certified provider's star rating, and correct deficient practices related to a complaint

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

All findings where a provider is found to be noncompliant with federal regulations are reviewed by the survey team manager. Interpretations where the federal regulations and supporting interpretative guidance is not clear and concise.

18. What kind of physical effort is used to perform this job? What environmental conditions in 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 travel. Travel will occur during all-weather conditions. Some travel will require overnight stays and survey work during off-hours and weekends. This position also requires carrying a computer tablet and extensive walking while performing onsite duties. 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.

Additional Subordinates

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

- | | | | |
|----------------------------|------------------------------------|----------------------------|-----------------------------------|
| <input type="checkbox"/> N | Complete and sign service ratings. | <input type="checkbox"/> N | Assign work. |
| <input type="checkbox"/> N | Provide formal written counseling. | <input type="checkbox"/> N | Approve work. |
| <input type="checkbox"/> N | Approve leave requests. | <input type="checkbox"/> N | Review work. |
| <input type="checkbox"/> N | Approve time and attendance. | <input type="checkbox"/> N | Provide guidance on work methods. |
| <input type="checkbox"/> N | Orally reprimand. | <input type="checkbox"/> N | 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 is responsible for the initial certification, recertification, investigation of complaints and facility reported incidents in a defined geographical region. The purpose of these surveys is to determine ongoing compliance with the federal regulations by assessing the quality of care of the residents.

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

Update to have most current PD on file. The percentages of duties have significantly changed.

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

Function of the work area is to assure federally certified LTC providers are compliant with federal regulations. This position conducts recertification, complaint, and revisit surveys of certified LTC providers to determine compliance with these federal regulations.

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 other 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, including one year equivalent to a Health Care Surveyor 10.

Alternate Education and Experience**Health Care Surveyor 9**

Possession of an associate's degree, 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:

- Knowledge of federal regulations and processes governing the operation of federally certified providers.
- Knowledge of survey design, inspection, and review procedures and processes for federally certified providers.
- Knowledge relative to evaluation of quality of care in environmental health, sanitation, dietetics, nursing, pharmacy, speech therapy, psychology, occupational therapy, physical therapy, respiratory therapy, and/or social work.
- Ability to conduct surveys in applicable professional discipline(s).
- Ability to observe critically and recognize areas of non-compliance, problems, and discrepancies.
- Ability to interpret and apply complex laws, procedures, rules, and regulations.
- Ability to review and examine complaints.
- Ability to handle routine and sensitive contacts with staff and officials of certified providers in a professional manner.
- Ability to define and collect data related to problems in facilities.
- Ability to maintain records, prepare reports, and correspondence related to the work.
- Ability to use a computer and available software to maintain records and prepare technical reports.
- Ability to communicate effectively with others.
- Ability to maintain favorable public relations.

CERTIFICATES, LICENSES, REGISTRATIONS:

Certification, licensure, or registration commensurate with survey/inspection type/task to be assigned (e.g., licensed registered nurse, registered dietitian, Qualified Mental Retardation Professional, licensed speech pathologist, licensed psychologist, licensed

physical therapist, licensed occupational therapist, licensed pharmacist, registered social worker, and certification of gerontology).

Some positions may require Qualified Mental Retardation Professional (QMRP) status.

Some positions may require successful completion of the Surveyor Minimum Qualifications Test (SMQT) in accordance with the Centers for Medicare and Medicaid Services' standards and procedures.

Unrestricted driver's license.

Must pass an N95 respirator fit test.

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of 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

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

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

None.

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

ERMELINDA GARZA

9/21/2021

Appointing Authority

Date

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

Date