

Position Code

1.

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
VACANT	Department of Licensing & 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 E/9-11	Long Term Care Division
5. Working Title (What the agency calls the position)	11. Section
Health Care Surveyor	
6. Name and Position Code Description of Direct Supervisor	12. Unit
State Administrative Manager 15	
7. Name and Position Code Description of Second Level Supervisor	13. Work Location (City and Address)/Hours of Work
State Division Administrator 17	611 W. Ottawa St., Lansing, MI Monday-Friday; 8:00am – 5:00pm
14. General Summary of Function/Purpose of Position	
<p>The Bureau of Survey and Certification (BSC) 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).</p> <p>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, initial certification and recertification surveys as well as abbreviated complaint and facility reported incident 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).</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 75%

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.

- Conduct 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.
- Review complainant allegations and communicates with complainant as part of the investigation.
- Utilize the LTCSP, procedure guide, and survey pathways to assist in interpreting the CFR and SOM to assess compliance with Federal regulation and determine if deficient practice exist.
- Follow CMS protocols to include SOM and the LTCSP procedure guide to complete survey tasks.
- Perform onsite surveys (inspections) through observations, record review, and interviews.
- Review provider's policies, self-identified incident reports, resident care plans, quality assurance records, organizational structure, staff competency, and residents' medical records.
- Completes routine surveys compiling and securing supporting documentation for identified deficient practice to be included with survey report findings. Evaluate and interpret survey information collected to determine provider compliance with CFR.
- Conduct exit conference with provider to present preliminary survey findings.
- Participate as a survey team member when assigned.
- May function as a team coordinator when assigned to a team survey.
- Conduct off-hour and weekend surveys as required by CMS.
- Provides basic regulatory guidance to providers regarding federal requirements during when appropriate.

Duty 2

General Summary of Duty 2

% of Time 15%

Review findings, compile information, and write survey reports, including applicable documentation for submission using the CMS web-based and software applications.

Individual tasks related to the duty.

- Complete necessary data/documentation entry into CMS applications.
- Utilize and interpret CFR and SOM to determine deficient practices to be cited in survey reports.
- Utilize the federal Principles of Documentation (POD) in writing survey reports.
- Ensure the timeliness of survey reports as outlined in the SOM.
- Correct or modify survey reports as directed by section manager.
- Participate in the quality assurance review of survey reports.
- Complete 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 of Duty 3

% of Time 5%

Participate in and complete required training.

Individual tasks related to the duty.

- Participate in and complete other federally required trainings, workshops, and conferences as assigned.
- Participate in and complete other state required trainings, workshops, and conferences as assigned.
- Serves as a preceptor in the training of new employees using existing training checklist.

Duty 4

General Summary of Duty 4

% of Time 5%

Other duties as assigned.

Individual tasks related to the duty.

- Provide regulatory guidance to certified providers when appropriate.
- Assist manager with performing desk reviews.
- Assist other regions when assigned.
- Assist manager and division director with writing and updating policies and procedures.
- Represent the bureau in internal and external meetings.
- Perform 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, edited, and approved by the survey team manager.

Any interpretations where the federal regulations and supporting interpretative guidance are not clear and concise will require a supervisor's review.

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 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. (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 employee 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 is responsible for completing initial certification and recertification surveys as well as abbreviated complaint and facility reported incident investigation surveys 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.

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, abbreviated, 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, environmental health 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:

All Health Care Surveyor positions require an employee to have and maintain one of the following certification, licensure, or registration: registered nurse, registered dietitian, licensed speech pathologist, licensed psychologist, licensed physical therapist, licensed occupational therapist, licensed pharmacist, registered social worker or certification of gerontology.

All positions require an employee to have and maintain an unrestricted driver's license.

Positions that cover nursing homes require successful completion of the Surveyor Minimum Qualifications Test (SMQT) in accordance with the Centers for Medicare and Medicaid Services' standards and procedures.

Additional

- All positions must abide by state law or federal certification regulatory requirements related to job duties assigned including, but not limited to vaccination requirements.

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.