

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 Survey & Certification
4. Civil Service Position Code Description HEALTH CARE SURVEYOR-E	10. Division Acute and Continuing Care & Support Division
5. Working Title (What the agency calls the position) Health Care Surveyor	11. Section Dialysis, Ambulatory Surgical Centers, Hospital Section
6. Name and Position Code Description of Direct Supervisor HAGEN, ALEXA E; 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 611 W. Ottawa, Lansing, MI 48933 / Monday through Friday 8:00-5:00

14. General Summary of Function/Purpose of Position

This Health Care Surveyor position performs independent 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, 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 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.

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: 85

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 the provision of quality of care, health care standards, and general management of organizations.
- Reviews provider's operating records, organizational systems and quality data, and patients' medical records to determine provider compliance pertaining to federal regulations.
- Reviews and examines complaints relative to quality of care provided by federally certified providers/suppliers.
- Evaluates nursing practices within facilities to determine conformance with federal regulations.
- Verbally advises representatives of facilities/agencies of findings and prepares written reports of findings to inform the facility, federal and state offices, and complainants of outcomes of surveys and complaint investigations.
- Reviews and evaluates quality assurance programs and standards of practice to determine whether facilities are monitoring the appropriateness and quality of care being provided.
- Survey teams complete tasks under the coordination and direction of the team leader as assigned.
- May function as a team coordinator upon completion of applicable federal training and demonstrated competency to survey independently as determined by preceptor and supervisor.
- Responsible for understanding and executing federal Principles of Documentation in writing survey reports.

Duty 2

General Summary:

Percentage: 10

Provides technical assistance to providers based on knowledge regarding federal requirements.

Individual tasks related to the duty:

- 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.
- Responds to queries from the public, government agencies and/or health care facilities regarding standards of practice and regulatory interpretations.

Duty 3

General Summary:

Percentage: 5

Functions as a technical advisor/assistant, maintains appropriate documentation and completes other duties as assigned.

Individual tasks related to the duty:

- May serve as a preceptor in the training for new employees.
- Submit expense and travel reports.
- Complete trainings as assigned.
- May serve as a witness before administrative and/or judicial hearings.
- May assist Attorney General Representatives or others in preparation for administrative hearings.
- Maintains and prepares records, reports, and correspondence related to the work.
- Performs related work as assigned including cross training in other federally certified provider/supplier types.
- Provides supervisor with updates regarding completion of work.

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 or not regulatory compliance has been achieved by the provider 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 course of 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 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 extensive travel to all areas of the state in all weather conditions, requires flexible work hours to determine compliance with requirements in facilities operating 24 hours/day, 7 days/week and in agencies serving or on call to patients 24 hours/day, 7 days/week. The position requires considerable physical stamina and mobility to tour the physical environment of a facility/agency and to observe and evaluate patient/resident care in a variety of settings. There is also a potential for exposure to communicable/contagious diseases. At times, surveys can become stressful due to confrontational administrators, staff and/or owners.

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?

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 facility/agency compliance with federal certification requirements; prepare reports of findings; provide technical assistance to peers and Division staff; and provide expert testimony in support of findings/citations.

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.

Plus, 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?

Function of the work area is to assure new and existing federally certified providers/suppliers comply with federal requirements. This position conducts surveys to assure providers/suppliers are complying.

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:

Ability to make independent judgments based on observations, interviews, and broad knowledge of standards of health care practice. Ability to relate and communicate well with professional and non-professional staff of health facilities. Skills in oral and written communication. Ability to testify effectively in legal proceedings.

CERTIFICATES, LICENSES, REGISTRATIONS:

Certification, licensure, or registration commensurate with survey/inspection type/task to be assigned (e.g., licensed registered nurse, registered dietician, qualified mental retardation professional, licensed speech pathologist, licensed physical therapist, licensed occupational therapist, licensed pharmacist, registered social worker, and certification of gerontology).

This position requires an employee to have and maintain an unrestricted driver's license.

Additional

- All positions must pass an N95 respirator fit test as there is a potential for exposure to communicable/contagious diseases.
- All positions must abide by state law or federal certification regulatory requirements related to job duties assigned including, but not limited, vaccination requirements.

Note: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

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.

AMY STOUT

Appointing Authority

12/19/2023

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.

LESA OUSSOREN

Employee

Date