

**STATE OF OHIO (DAS)**CLASSIFICATION  
SPECIFICATION**CLASSIFICATION SERIES:**

Health Care Facilities Surveyor (Complaints)

**SERIES NO.:**

6152

**MAJOR AGENCIES:**

Health only

**EFFECTIVE DATE:**

03/07/2004

**SERIES PURPOSE:**

The purpose of the health care facilities surveyor (complaints) occupation is to investigate and analyze complaints of unsatisfactory services rendered by health care providers and suppliers (e.g., resident abuse and neglect; misappropriation of funds; violation of rights) received by the Ohio Department of Health's complaint hotline, in writing and/or in-person.

At the lower level, incumbents receive classroom and on-job training in how to conduct interviews, investigate and analyze complaints.

At the middle level, incumbents independently conduct investigations into complaints using the core knowledge as a licensed registered nurse.

At the highest level, the incumbent manages the statewide complaint intake program, supervises health care facilities surveyors (complaints) and other staff as assigned, serves as assistant bureau chief, and assumes responsibility for all bureau programs in absence of bureau chief.

**CLASS TITLE:**

HC Facilities Surveyor-Entry (Complaints)

**CLASS NUMBER:**

61521

**EFFECTIVE DATE:**

03/07/2004

**CLASS CONCEPT:**

The entry level classification works under general supervision & requires considerable knowledge of licensed registered nursing practices, Medicaid &/or Medicare provider laws, rules & regulations, survey/complaint intake protocols, & federal survey & certification regulations & state licensure laws in order to learn how to conduct interviews & investigate & analyze complaints of unsatisfactory services rendered by health care providers or suppliers (e.g., resident abuse & neglect; misappropriation of funds; violation of rights) through classroom & on-job training, learn to assess & establish if allegations are within regulatory authority of Ohio Department of Health & need for referral to another agency, & make immediate medical assessment to determine severity & urgency of complaint upon receipt using core knowledge as licensed registered nurse.

**CLASS TITLE:**

HC Facilities Surveyor-Independent (Complaints)

**CLASS NUMBER:**

61522

**EFFECTIVE DATE:**

03/07/2004

**CLASS CONCEPT:**

The full performance level classification works under direction & requires thorough knowledge of licensed registered nursing practices, Medicaid &/or Medicare provider laws, rules & regulations, survey/complaint intake protocols, & federal survey & certification regulations & state licensure laws in order to independently conduct interviews, & investigate & analyze complaints of unsatisfactory services rendered by health care providers (e.g., resident abuse & neglect; misappropriation of funds; violation of rights) & make immediate medical assessment to determine severity & urgency of complaint upon receipt using core knowledge as licensed registered nurse.

**CLASS TITLE:**

HC Facilities Surveyor Supervisor 2 (Complaints)

**CLASS NUMBER:**

61526

**EFFECTIVE DATE:**

03/07/2004

**CLASS CONCEPT:**

The supervisory level classification works under general direction & requires thorough knowledge of licensed registered

nursing practices, Medicaid &/or Medicare provider laws, rules & regulations & state licensure laws, survey/complaint intake protocols, & federal survey & certification regulations in order to manage statewide complaint intake program, supervise health care facilities surveyors (complaints) & other staff as assigned, serve as assistant bureau chief, & assume responsibility for all bureau programs in absence of bureau chief.

<b><u>CLASS TITLE:</u></b> HC Facilities Surveyor-Entry (Complaints)	<b><u>CLASS NUMBER:</u></b> 61521	<b><u>BARGAINING UNIT:</u></b> 011
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**EFFECTIVE DATE:**

03/07/2004

**JOB DUTIES IN ORDER OF IMPORTANCE:** (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Learns to conduct interviews & investigate & analyze complaints of unsatisfactory services rendered by health care providers & suppliers (e.g., resident abuse & neglect; misappropriation of funds; violation of rights) through classroom & on-job training, learns to assess & establish if allegations are within regulatory authority of Ohio Department of Health & need for referral to another agency, & makes immediate medical assessment to determine severity & urgency of complaint upon receipt using core knowledge as licensed registered nurse.

Operates personal computer using state-provided software to complete special reports (e.g., comprehensive report of allegations summarizing complaints); prioritizes & forwards completed complaint intake packages to appropriate location for continued processing (e.g., to district office for scheduling of onsite investigation; to abuse, neglect & misappropriation section, HCFA or Office of Attorney General).

Researches special problems & completes special reports as directed; obtains information by telephone to clarify allegations as necessary; attends in-service training & training programs; works with other staff & agencies to effectively learn complaint intake process & survey procedures.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of registered nursing practices; Medicaid &/or Medicare provider laws, rules & regulations\*; survey/complaint intake protocols\*; federal survey & certification regulations\*; interviewing\*. Skill in operation of personal computer & use of office systems software\*. Ability to define problems, collect data, establish facts & draw valid conclusions; calculate fractions, decimals & percentages; use proper research methods in gathering data; gather, collate & classify information about data, people of things; develop complex reports & position papers; handle sensitive complaints from & contacts with general public, consumers, other agencies & health care providers.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Licensed as registered nurse in state of Ohio; 2 yrs. clinical long term care exp. in long term care &/or acute care &/or non-long term care in health care facility &/or ICF/MR setting.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Renewal of licensure as registered nurse as required by Ohio revised code.

**UNUSUAL WORKING CONDITIONS:**

Probationary period is one year.

<b>CLASS TITLE:</b> HC Facilities Surveyor-Independent (Complaints)	<b>CLASS NUMBER:</b> 61522	<b>BARGAINING UNIT:</b> 011
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**EFFECTIVE DATE:**  
03/07/2004

**JOB DUTIES IN ORDER OF IMPORTANCE:** (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Independently conducts interviews & investigates & analyzes complaints of unsatisfactory services rendered by health care providers & suppliers (e.g., resident abuse & neglect; misappropriation of funds; violation of rights), assesses & establishes if allegations are within regulatory authority of Ohio Department of Health & determines when referral is to be made to another agency, & makes immediate medical assessment to determine severity & urgency of complaint upon receipt using core knowledge as licensed registered nurse.

Operates personal computer using state-provided software to complete special reports (e.g., comprehensive report of allegations summarizing complaints); prioritizes & forwards completed complaint intake packages to appropriate location for continued processing (e.g., to district office for scheduling of onsite investigation; to abuse, neglect & misappropriation section, HCFA or Office of Attorney General ).

Researches special problems & completes special reports as directed; obtains information by telephone to clarify allegations as necessary; attends in-service training & training programs; trains or assists lower-level health care facilities surveyors (complaints) on complaint intake & processing procedures when assigned; reviews documentation of entry level health care facilities surveyors (complaints) prior to assignment to appropriate district office or regulatory authority.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of registered nursing practices; Medicaid &/or Medicare provider laws, rules & regulations; survey/complaint intake protocols; federal survey & certification regulations; interviewing; employee training & development\*. Skill in operation of personal computer & use of office systems software. Ability to define problems, collect data, establish facts & draw valid conclusions; calculate fractions, decimals & percentages; use proper research methods in gathering data; gather, collate & classify information about data, people or things; develop complex reports & position papers; handle sensitive complaints from & contacts with general public, consumers, other agencies & health care providers & suppliers.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Licensed as registered nurse in state of Ohio; 12 mos. exp. as Health Care Facilities Surveyor-Entry (Complaints), 61521.

-Or licensed as registered nurse in state of Ohio; 12 mos. exp. as health care facilities surveyor-independent in bureau of long term care quality, or bureau of regulatory compliance, or bureau of health care facilities & services.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Renewal of licensure as registered nurse as required by Ohio revised code.

**UNUSUAL WORKING CONDITIONS:**

Not applicable.

<b>CLASS TITLE:</b> HC Facilities Surveyor Supervisor 2 (Complaints)	<b>CLASS NUMBER:</b> 61526	<b>BARGAINING UNIT:</b> EX
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**EFFECTIVE DATE:**

03/07/2004

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Manages statewide complaint intake program, supervises health care facilities surveyors (complaints) engaged in intake, evaluation, processing & assessment of investigations of consumer complaints regarding unsatisfactory services rendered by health care providers & suppliers & other staff as assigned (e.g., schedules & prioritizes work to ensure compliance of program to federal & state laws & rules & mandated time frames; reviews survey packages for appropriateness of citation & verifies calculation of fines; reviews results of complaint investigations to assure compliance with regulations & mandated time frames), serves as assistant bureau chief, & assumes responsibility for all bureau programs in absence of bureau chief.

Directs orientation, training & development of assigned employees; coordinates cross-training; participates in development of course curriculum; serves as instructor when assigned; evaluates staff requests for outside training; attends workshops & conferences for personal development, maintenance & growth.

Conducts &/or monitors surveys of facilities with severe problems as part of expert survey team; directs development of certification action; approves reports of surveys & certifications; reviews & approves documentation gathered in cases which may require legal action; provides testimony as expert witness.

Prepares correspondence; prepares or directs preparation of requested reports & records; prepares & delivers speeches; reviews & evaluates publications & revised regulations; maintains library of reference materials.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of registered nursing practices; Medicaid &/or Medicare provider laws, rules & regulations; survey/complaint intake protocols; federal survey & certification regulations; interviewing; employee training & development; supervisory principles & techniques\*. Skill in operation of personal computer & use of office systems software. Ability to define problems, collect data, establish facts & draw valid conclusions; calculate fractions, decimals & percentages; use proper research methods in gathering data; gather, collate & classify information about data, people of things; review/develop complex reports & position papers; handle sensitive complaints from & contacts with general public, consumers, other agencies & health care providers; establish friendly atmosphere as supervisor.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Licensed as registered nurse in state of Ohio; 3 yrs. exp. in agency, state &/or federal laws, rules, standards & regulations governing operations of health care facilities & survey procedures &/or inspection review process pertaining to evaluations & compliance of health care providers & suppliers; 3 yrs. exp. in training/precepting health care facilities surveyors &/or other health care personnel.

-Or licensed as registered nurse in state of Ohio; 12 mos. exp. as Health Care Facilities Surveyor Independent (Complaints), 61522.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Renewal of licensure as registered nurse as required by Ohio revised code.

**UNUSUAL WORKING CONDITIONS:**

May require travel.