

<b>for STATE OF OHIO (DAS)</b> CLASSIFICATION SPECIFICATION	<b>CLASSIFICATION SERIES</b> Health Care Facilities Surveyor – Field Survey Operations	<b>SERIES NUMBER</b> 6158
	<b>MAJOR AGENCIES</b> Ohio Department of Health Only	<b>EFFECTIVE</b> 9/13/2020

**SERIES PURPOSE**

The purpose of the health care facilities surveyor occupation is to conduct on-site inspections of long-term care (LTC) &/or non-long term care (NLTC) health care providers & suppliers in order to determine providers'/suppliers' compliance with state & federal requirements for licensure &/or Medicare &/or Medicaid certification. The focus of the role of the surveyor will vary in accordance with the employee's assigned discipline & level of expertise.

At the lowest level incumbents receive training and orientation on survey tasks and protocols, organization operational procedures, and laws and rules pertinent to their assigned discipline.

At the second level incumbents perform one or more of the following options: conduct onsite surveys independently, as part of a team, or as team leader for assigned discipline and survey type; and/or develop, implement and evaluate orientation and training programs for professional survey staff and instruct surveyors on federal required testing. When assigned, incumbents also will precept newer surveyors in assigned discipline and provide consultation to other survey staff relative to assigned discipline (i.e., registered nurse, licensed dietitian, licensed social worker, registered sanitarian) and area of expertise.

At the first supervisory level incumbents supervise assigned health care facilities surveyors and perform one or more of the following options: oversee and monitor activities of assigned surveyors responsible for conducting inspections of LTC and/or NLTC health care providers and suppliers; and/or oversee and monitor survey training at the state and federal levels for professional survey staff and train assigned surveyor staff.

At the highest level incumbents supervise lower level surveyor supervisors and perform one or more of the following options: plan, coordinate and manage survey and inspection activities for health care providers and suppliers for assigned region of the state or on a statewide basis; or act as assistant bureau chief, assume responsibility for all bureau programs in bureau chief's absence, administer one or more bureau programs and/or activities and supervise assigned staff.

**GLOSSARY**

The following terms will be used throughout the classification specification and are to be interpreted as follows:

Assigned discipline & area of expertise- The specific professional licensure, certification, registration, or other professional credential required for a position & the corresponding body of specialized knowledge relevant to each discipline. The official position description on file with the Ohio Department of Health (ODH) will reflect, in the minimum acceptable characteristics, the required licensure, certification, registration, or other professional credential & the specialized body of knowledge necessary to perform the assigned duties of the position.

MDS (Minimum Data Set) and RAI (Resident Assessment Instrument)- A standardized assessment of all residents in Medicare or Medicaid certified long-term care facilities, mandated by federal law to be completed & electronically submitted to the state.

OASIS (Outcome and Assessment Information Set)- An instrument used by Medicare-participating home health agencies to assess & submit to the state data pertaining to home health care patient outcomes in accordance with federal regulations.

CMS (Centers for Medicare & Medicaid Services)- The federal agency responsible for administration of key federal health care programs, including Medicare & Medicaid.

**JOB TITLE**

Health Care Facilities Field Surveyor-Entry

**JOB CODE**

61581

**PAY GRADE**

12

**EFFECTIVE**

09/13/2020

**CLASS CONCEPT**

The entry level class works under general supervision & requires considerable knowledge of assigned discipline in order to receive instruction & on-the-job training on survey tasks & protocols applicable to LTC & NLTC health care providers & suppliers, organization operational procedures & laws, rules, guidelines & regulations pertinent to assigned discipline through extensive reading, program briefings & supervised participation in field activities & provide consultation to newer survey staff with regard to assigned discipline & area of expertise.

<b><u>JOB TITLE</u></b>	<b><u>JOB CODE</u></b>	<b><u>PAY GRADE</u></b>	<b><u>EFFECTIVE</u></b>
Health Care Facilities Field Surveyor-Independent	61582	13	09/13/2020

**CLASS CONCEPT**

The full performance level class works under direction & requires thorough knowledge of assigned discipline, Medicare & Medicaid regulations, state health care facility licensure regulations, quality regulations and survey certification, in order to perform one or more of the following survey functions as assigned: conduct onsite inspections of LTC &/or NLTC providers & suppliers independently, as member of a team, or as team leader in order to determine compliance with Medicare & Medicaid regulations & state regulatory requirements & conduct desk reviews & plans of correction approval as applicable;

&/OR

develop, implement and evaluate orientation & training programs for professional survey staff & instruct surveyors on survey processes;

&/OR

identify training needs & develop, implement &/or evaluate technical assistance programs for survey staff & providers/prospective;

&/OR

Provide consultation to other survey/bureau staff relative to assigned discipline & area of expertise.

<b><u>JOB TITLE</u></b>	<b><u>JOB CODE</u></b>	<b><u>PAY GRADE</u></b>	<b><u>EFFECTIVE</u></b>
Health Care Facilities Field Surveyor Supervisor 1	61585	14	09/13/2020

**CLASS CONCEPT**

The first supervisory level class works under general direction & requires thorough knowledge of assigned discipline, Medicare & Medicaid regulations & state health care facility licensure regulations & quality regulations, employee training development, processing of survey documents, survey protocols & guidelines, organization operational procedures & supervisory principles & techniques in order to supervise health care facilities surveyor(s) & other assigned staff & perform one or more of the following options: oversee & monitor activities of assigned surveyors responsible for conducting inspections of LTC &/or NLTC healthcare providers & suppliers;

&/OR

oversee & monitor LTC &/or NLTC survey training at the state & federal levels for professional survey staff & train assigned independent level surveyors on required federal testing & supervise health care facilities surveyors.

<b><u>JOB TITLE</u></b>	<b><u>JOB CODE</u></b>	<b><u>PAY GRADE</u></b>	<b><u>EFFECTIVE</u></b>
Health Care Facilities Field Surveyor Supervisor 2	61586	15	09/13/2020

**CLASS CONCEPT**

The second supervisory level class works under general direction & requires thorough knowledge of assigned discipline, Medicare & Medicaid regulations & state health care facility licensure regulations & quality regulations, employee training & development, survey protocols & guidelines, organization operational procedures & supervisory principles & techniques in order to supervise lower level surveyor supervisor(s) & other assigned staff & perform one or more of the following options: for assigned region of the state, or on a statewide basis, plan, coordinate & manage survey & inspection activities for LTC &/or NLTC health care providers & suppliers (e.g., federal certification surveys&/or state licensure surveys &/or complaint investigation surveys &/or licensure activities not requiring onsite visits to providers or suppliers);

OR

Act as assistant bureau chief, assume responsibility for all bureau programs in bureau chief's absence, administer one or more bureau programs &/or functions & supervise assigned staff.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Health Care Facilities Field Surveyor-Entry	61581	11	09/13/2020	12

**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.)**

Receives instruction & on-the-job training on survey tasks & protocols applicable to LTC & NLTC health care providers & suppliers, organization operational procedures & laws, rules & guidelines & regulations pertinent to assigned discipline through extensive reading, program briefings & supervised participation in field activities:

- Attends mandated state and federal surveyor training.
- Travels to health care facilities to participate in, &/or conduct under supervision, onsite inspections of health care providers to determine compliance.
- Participates under supervision in discussion with facility officials regarding survey findings.
- Attends exit interview meetings with facility staff as part of survey team.
- Learns to review plans of correction for deficiencies.
- Completes survey reports and deficiency statements in accordance with the Principles of Documentation.
- Provides consultation to newer surveyors with regard to assigned discipline & area of expertise.
- Assists independent surveyors in conducting onsite inspections of LTC &/or NLTC providers/suppliers &/or health care services.

Operates laptop computer using state-provided software to learn to document & prepare written reports of survey findings or survey report review findings in accordance with applicable procedures & protocols:

- Carries laptop, portable scanner, reference materials & forms (weighing up to 25 lbs.) to & from worksite.
- Learns to use computer-assisted process in conducting & documenting surveys of LTC & NLTC facilities.
- Learns to use applicable data sets (e.g., MDS, OASIS) & quality indicator reports to monitor & evaluate quality indicators.
- Learns to develop other reports & other material required for CMS.
- Maintains administrative records as needed &/or library of current reference literature.
- Completes & submits all travel documents (e.g., travel logs, travel authorizations), records, expense reports and all computerized survey forms.
- Notifies supervisor of any problems that may jeopardize meeting time frames.

Learns to research special problems & evaluate data:

- Receives training in & assists in gathering evidence for cases which may require legal action.
- Participates in hearing preparations & hearings as member of survey team.
- Testifies before judicial bodies as assigned.
- Analyzes data collected during the survey process & prepares specialized reports as assigned.
- Assists in drafting letters in response to problems/questions regarding the survey process.
- Assists supervisor in preparing speeches to community groups, providers, or other agencies; drafts & delivers speeches as assigned.

**MAJOR WORKER CHARACTERISTICS**

Knowledge of assigned area of expertise as identified by official position description on file (i.e., registered nursing, or licensed dietetics, or social work, or environmental health and protection, Medicare & Medicaid regulations & federal &/or state laws & rules pertaining to health care facilities & providers\*; clerical & administrative processing of survey documents\*; survey protocols & guidelines\*; organization operational procedures\*; human/public relations); interviewing. Skill in using a personal computer & software to compile, document & record data & prepare reports. Ability to define problems, collect data, establish facts & draw valid conclusions; interpret extensive variety of technical materials in books, journals, or manuals; calculate fractions, decimals & percentages; use proper research methods in gathering data; gather, collate & classify information about data, people, or things; evaluate information to determine compliance with standards; communicate with people inside & outside of the organization in person &/or in writing; handle sensitive inquiries from & contacts with facility operators, consumers & representatives of other agencies; lift up to 25 lbs.

(\* ) Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

Certification, licensure, or registration commensurate with assigned discipline (i.e., registered nurse, or licensed dietitian, or licensed social worker, or registered sanitarian); 24 mos. commensurate with assigned discipline (i.e., long term care, acute care, non-long term care facility, ICF/IID, hospice care, home health setting, dialysis center, ambulatory surgical center, or in community health protection; 12 mos. trg. or exp. in utilizing a personal computer & software to access and record data; valid driver's license.

**Note:** The job posting & official position description on file with the Ohio Department of Health (ODH) will reflect, in the minimum acceptable characteristics, the required licensure, certification, registration, or other professional credential & the specialized body of knowledge necessary to perform the assigned duties of the position. Required licensure per 1199 contract language.

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

Renewal of licensure/certification/registration pertinent to assigned discipline as mandated by Ohio Revised Code.

**UNUSUAL WORKING CONDITIONS**

Requires extensive travel 12 mos. per year throughout the state, regardless of weather conditions, including some overnight stays; possible exposure to infectious waste during observation of care; required to climb, bend, and reach to inspect service areas, attics, basements & other locations in facility being surveyed; the entry level surveyor classification requires a 365 day probationary period. This provision applies to promotions, lateral transfers and demotions, as well as to external hires.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Health Care Facilities Field Surveyor-Independent	61582	11	09/13/2020	13

**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 performs one or more survey functions. The focus of the role of the surveyor will vary in accordance with the employee's assigned discipline & level of expertise:

- Conducts onsite inspections of LTC &/or NLTC providers/suppliers &/or health care services independently, as part of a team, or as team leader (e.g., monitors progress of each team member, reviews documentation of team members for accuracy of findings & prepares team's survey documentation) in order to determine compliance with state laws, rules, regulatory requirements & Medicare &/or Medicaid regulations.
- Participates in exit interviews with facility officials to discuss survey findings.
- Performs desk reviews & plans of correction approval.
- Conducts complaint investigation surveys.
- Acts as preceptor/mentor for newer surveyors for assigned discipline &/or assists in initial training as assigned.
- Plans, develops, implements & evaluates training programs for professional survey staff & travels to regional offices to conduct training.

&/OR

Provides consultation to other survey/bureau staff with regard to assigned discipline & area of expertise.

Operates personal or laptop computer using state-provided software to compile, document & record data & to prepare reports:

- Carries laptop, portable scanner, reference materials & forms (weighing up to 25 lbs.) to & from worksite. Utilizes computer-assisted survey processes & software in conducting & documenting surveys of LTC facilities.
- Prepares written reports, records & correspondence (e.g., reports of survey findings in accordance with applicable procedures & protocols, reports of survey review findings).
- Records information into computerized databases.
- Notifies supervisor of any problems that may jeopardize meeting time frames.

Researches special problems, evaluates data & recommends corrective action to supervisor as assigned:

- Gathers evidence for cases that may involve legal action.
- Assists state & federal attorneys with gathering documentation & presenting testimony related to enforcement actions in appeal hearings.
- Participates in hearing preparations & hearings as member of survey team &/or testifies as expert witness in legal proceedings.
- Follows up by telephone as necessary to obtain clarification regarding complaint allegations.
- Reviews & evaluates documentation (e.g., providers'/suppliers' plan of action to correct deficiencies, situations identified on home health agency surveys, complaint intake documentation) when requested by supervisor

Performs other duties as assigned:

- Acts as resource to other bureau/office survey staff on program procedures & protocols &for assigned area of expertise.
- Attends in-service training & conferences as assigned.
- Prepares & delivers speeches to community groups, providers, consumers & other agencies as directed.
- Assists in planning & coordinating bureau/office conferences.
- Drafts letters in response to problems &/or questions.
- Participates in meetings with national, state & local agencies, advisory groups & organizations in the development of standards, policies & procedures related to assigned discipline.
- May be assigned on a temporary basis to perform office surveyor assignments.

### **MAJOR WORKER CHARACTERISTICS**

Knowledge of assigned area of expertise as identified by official position description on file (i.e., registered nursing, or licensed dietetics, or social work, or environmental health and protection), state & federal survey, certification & enforcement procedures & protocols, Medicare & Medicaid regulations & provider laws & state laws & rules pertaining to health care facilities & providers, state licensure regulation & quality regulations, administrative processing of survey documents, survey/complaint intake protocols & guidelines, dispute resolution, organization operational procedures human/public relations, interviewing, employee training development. Skill in using a personal computer & office software to compile, document & record data & to prepare reports. Ability to define problems, collect data, establish facts & draw valid conclusions; interpret extensive variety of technical materials in books, journals, or manuals; calculate fractions, decimals & percentages; use proper research methods in gathering data; gather, collate & classify information about data, people, or things; evaluate information to determine compliance with standards; communicate with people inside & outside of the organization in person &/or in writing; develop complex reports & position papers, handle sensitive inquiries from & contacts with facility operators, consumers & representatives of other agencies; lift up to 25 lbs.

(\*) Developed after employment.

### **MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

Certification, licensure, or registration commensurate with assigned discipline (i.e., registered nurse, or licensed dietitian, or licensed social worker, or registered sanitarian); 12 mos. exp. as Health Care Facilities Field Surveyor - Entry, 61581; successful completion of federal Surveyor Minimum Qualifications Test (SMQT); valid driver's license.

**Note:** The job posting & official position description on file with the Ohio Department of Health (ODH) will reflect, in the minimum acceptable characteristics, the required licensure, certification, registration, or other professional credential & specialized body of knowledge necessary to perform the assigned duties of the position. Required licensure per 1199 contract language.

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

Renewal of licensure/certification/registration pertinent to assigned discipline as mandated by Ohio Revised Code.

### **UNUSUAL WORKING CONDITIONS**

Requires extensive travel 12 mos. per year throughout the state, regardless of weather conditions, including some overnight stays; possible exposure to infectious waste during observation of care; required to climb, bend, and reach to inspect service areas, attics, basements & other locations in facility being surveyed.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Health Care Facilities Field Surveyor Supervisor 1	61585	EX	09/13/2020	14

**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.)**

Supervises health care facilities surveyors & other assigned staff & performs one or more of the following options:

Oversees & monitors activities of surveyors &/or survey teams responsible for conducting inspections of LTC &/or NLTC providers & suppliers:

- Approves workload scheduling/leave requests & travel itineraries of staff.
- Conducts regular staff meetings to lead/guide activities of staff.
- Monitors field staff performance on site & initiates investigations/disciplines, as needed.
- Makes recommendations for licensure or enforcement action.
- Reviews deficiency citations.
- Conducts administrative reviews in response to provider requests.
- Identifies training needs of survey staff.
- Regularly goes on site to observe surveys, evaluate surveyors & identify training needs of survey staff.
- Conducts probationary and annual performance evaluations.
- Trains assigned survey staff on survey processes.
- Provides orientation to new staff and monitors training progress in coordination with training supervisor.

&/OR

Oversees & monitors training at the state & federal levels for agency survey staff & supervises assigned staff:

- Oversees orientation & training of new staff.
- Reviews training programs for application to surveyor training needs.
- Coordinates training programs with input from other staff within the bureau.
- Develops agenda & approves speakers for bureau conferences.
- Coordinates applications for continuing education units for professional survey staff.
- Develops & revises training to ensure compliance with applicable office, state and/or federal guidelines governing the survey & licensure process.
- Regularly goes on site to observe surveys, evaluate surveyors & identify training needs of survey staff.
- Works with unit Training Officer in the administration of all aspects of the CMS training program pertaining to long term care and non long-term care surveys to ensure compliance with CMS program requirements & budget guidelines for survey & certification training.
- Trains assigned survey staff on survey processes in order to provide training to all ODH surveyors statewide who conduct surveys of LTC and NLTC providers.

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Evaluates & makes recommendations to supervisor relative to program needs &/or changes in goals & procedures:

- Assists in review of survey documentation prior to transmittal.
- Recommends corrective action plans to correct deficient practices among staff.
- Collaborates with field supervisors & higher level supervisors regarding training & operational issues involving surveyors.
- Notifies supervisor of staff problems or other issues that may jeopardize meeting survey time frames
- Implements changes to enhance program goals & objectives.
- Develops & implements evaluation tools needed for cost effective program assessment (e.g. feasibility studies) & makes recommendations for program improvements (e.g., use of technology for information/program management) based on goals & operating budget projections.
- Monitors regulations & advises bureau chief on required state & federal requirements regarding survey &/or survey review issues.
- Develops guidelines or standard operating procedures for use by survey staff.

Assists staff & higher-level supervisors in researching & resolving special problems:

- Directs assigned staff in gathering evidence for cases which may involve legal action or assists supervisor as assigned.
- Participates in hearing preparations & hearings when licensure surveys or state survey licensure decisions will result in legal action.
- Provides expert testimony before judicial bodies, as necessary.
- Participates in or monitors on-site surveys of providers with severe problems (e.g., threat to patient/client health or

safety) as part of expert survey team.

- Carries laptop, portable scanner, reference materials & forms (weighing up to 25 lbs.) to & from worksite.
- Operates personal or laptop computer using state-provided software to compile, document & record data & to prepare reports.

Performs other duties in support of the survey program as assigned:

- Participates in development of surveyor course curriculum.
- Assists in orientation of new staff.
- Serves as instructor when assigned.
- Prepares or directs preparation of correspondence, requested reports & records.
- Reviews & evaluates publications & revised regulations.
- Maintains library of reference materials.
- Prepares & delivers speeches to community groups, providers, suppliers, consumers, other agencies, or other audiences.
- Responds to inquiries &/or drafts letters in response to public or legislative queries/requests.
- Works with staff of other agencies as appropriate or directed to facilitate effective review of survey findings & reports & resolve consumer complaints.
- Attends meetings with provider groups & presents information regarding assigned area.
- Attends in-service training, workshops & conferences for professional development, maintenance & growth.

### **MAJOR WORKER CHARACTERISTICS**

Knowledge of assigned area of expertise as identified by official position description on file (i.e., registered nursing, or licensed dietetics, or social work, or environmental health and protection); state & federal survey, certification & enforcement procedures & protocols, Medicare & Medicaid regulations & provider laws, state laws & rules pertaining to health care facilities & providers, state licensure regulation & quality regulations, administrative processing of survey documents, survey/complaint intake protocols & guidelines, dispute resolution, organization operational procedures human/public relations, interviewing, employee training development, supervisory principles & techniques, budgeting.\* Skill in using a personal computer & office software to compile, document and record data and to prepare reports. Ability to define problems, collect data, establish facts & draw valid conclusions; interpret extensive variety of technical materials in books, journals, or manuals; calculate fractions, decimals & percentages; use proper research methods in gathering data; gather, collate & classify information about data, people, or things; evaluate information to determine compliance with standards; communicate with people inside & outside of the organization in person &/or in writing; develop complex reports & position papers (i.e., technical medical writing); handle sensitive inquiries from & contacts with facility operators, consumers & representatives of other agencies; lift up to 25 lbs.

(\*) Developed after employment.

### **MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

Certification, licensure, or registration commensurate with assigned discipline (i.e., registered nurse, or licensed dietitian, or licensed social worker, or registered sanitarian); 6 mos. exp. as Health Care Facilities Field Surveyor - Independent, 61582; valid driver's license.

**Note:** The job posting & official position description on file with the Ohio Department of Health (ODH) will reflect, in the minimum acceptable characteristics, the required licensure, certification, registration, or other professional credential & the specialized body of knowledge necessary to perform the assigned duties of the position.

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

Renewal of licensure/certification/registration pertinent to assigned discipline as mandated by Ohio Revised Code.

### **UNUSUAL WORKING CONDITIONS**

Requires extensive travel 12 mos. per year throughout the state, regardless of weather conditions, including some overnight stays; possible exposure to infectious waste during observation of care; required to climb, bend, and reach to inspect service areas, attics, basements & other locations in facility being surveyed.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Health Care Facilities Field Surveyor Supervisor 2	61586	EX	09/13/2020	15

**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.)**

Supervises lower level health care facilities surveyor supervisor(s) & other assigned staff & performs one or more of the following options:

For assigned region of the state, or on a statewide basis, plans, manages & coordinates survey & inspection activities for LTC &/or NLTC health care providers & suppliers (e.g., federal certification surveys&/or state licensure surveys &/or complaint investigation surveys &/or licensure activities not requiring onsite visits to providers or suppliers)

- Directs implementation of policies & procedures pertaining to program through subordinate supervisors (e.g., approves work direction, approves workload scheduling & staff itineraries, approves work products of surveyors or survey teams, approves survey or inspection documentation prior to transmittal, makes recommendations for certification or licensure).
- Assesses existing program policies and procedures to evaluate compliance with applicable office, state and/or federal guidelines and recommends changes in policies & procedures to bureau chief.
- Directs implementation of policies and procedures.
- Develops & revises policies/standards/forms to maintain consistency & recommends cost effective reporting procedures.
- Conducts regular supervisor meetings to communicate information and provide feedback.
- Reviews provider requests for review of deficiency citations issued from surveys.
- Reviews & approves survey documentation prior to transmittal to provider, supplier, enforcement bureau, or central files.
- Develops procedures to evaluate effectiveness of survey operations and recommends changes in program policies and procedures to bureau chief.
- Directs program supervisors on matters pertaining to survey/certification/licensing.
- Reviews management reports & takes corrective action where indicated.

OR

Act as assistant bureau chief, assume responsibility for all bureau programs in bureau chief's absence, administer one or more bureau programs & supervise assigned staff.

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Participates in ongoing reviews & evaluation of program processes & regulations:

- Develops & implements various evaluation tools needed for cost effective program assessment.
- Makes recommendations on the use of technology/computer programs for information /program management.
- Monitors regulatory guidelines & advises bureau chief on required state &/or federal survey/review requirements.
- Presents written positions as required.
- Directs development of survey certification/licensure actions, processes & protocols.
- Researches current professional standards of practice & maintains reference library for staff.
- Develops & publishes guidelines/standard operating procedures for use by bureau/office staff.
- coordinate one or more other related statewide functions (e.g., statewide surveyor training, Life Safety Code, CLIA survey program), as assigned.

Monitors professional development of employees & provides technical assistance to survey & other bureau/office staff & to the provider community:

- Provides administrative direction for LTC &/or NLTC surveyor training at the state & federal levels for agency survey staff.
- Oversees orientation & training of new agency survey staff.
- Provides input into the assessment of training needs & in the development of training material/curriculum.
- Provides instruction, performance evaluations, investigations/disciplines to survey staff.
- Provides expertise & consultation to other surveyors & bureau/office staff in own professional discipline.
- Provides technical assistance & training to provider community, as applicable.
- Participates in or monitors onsite surveys of providers with severe problems (e.g., threat to patient/client health or safety) as part of expert survey team.
- Carries laptop, portable scanner, reference materials & forms (weighing up to 25 lbs.) to & from worksite. Operates personal or laptop computer using state-provided software to compile, document & record data & to prepare reports.

Performs other activities needed for effective program management:

- Directs assigned staff in gathering evidence for cases which may involve legal action.
- Participates in hearing preparation & hearings & reviews adequacy of documentation gathered.
- Coordinates enforcement actions & appeal processes with office of attorney general, department legal staff & federal office of general counsel.
- Provides testimony as expert witness in hearings/before judicial bodies as needed.
- Researches special problems, evaluates data & recommends appropriate action when assigned.
- Provides guidance to bureau supervisors/chief in preparation of federal & state budget submissions & in development of bureau input in response to CMS instructions.
- Assists bureau chief in developing budget recommendations, monitors expenditures & ensures compliance with approved budget.
- Represents bureau/office in meetings & by preparing & delivering speeches to community groups, providers, consumers, or other agencies.
- Drafts letters in response to public or legislative queries/requests.
- Attends CMS-sponsored training, workshops, conferences & meetings to maintain expertise in process changes affecting survey & enforcement protocols.
- Works with staff of other agencies as appropriate to facilitate effective review of survey findings & reports & resolve consumer complaints.
- Utilizes PC & office software to track status of various assignments & to generate required records, reports & correspondence.

### **MAJOR WORKER CHARACTERISTICS**

Knowledge of assigned area of expertise as identified by official position description on file (i.e., registered nursing, or licensed dietetics, or social work, or environmental health and protection); state & federal survey, certification & enforcement procedures & protocols, Medicare & Medicaid regulations & provider laws, state laws & rules pertaining to health care facilities & providers, state licensure regulation & quality regulations, administrative processing of survey documents, survey/complaint intake protocols & guidelines, dispute resolution, organization operational procedures human/public relations, interviewing, employee training development, supervisory principles & techniques, budgeting. Skill in using a personal computer & office software to compile, document and record data and to prepare reports. Ability to define problems, collect data, establish facts & draw valid conclusions; interpret extensive variety of technical materials in books, journals, or manuals; calculate fractions, decimals & percentages; use proper research methods in gathering data; gather, collate & classify information about data, people, or things; evaluate information to determine compliance with standards; communicate with people inside & outside of the organization in person &/or in writing; develop complex reports & position papers (i.e., technical medical writing); handle sensitive inquiries from & contacts with facility operators, consumers & representatives of other agencies; lift up to 25 lbs.

(\*) Developed after employment.

### **MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

Certification, licensure, or registration commensurate with assigned discipline (i.e., registered nurse, or licensed dietitian, or licensed social worker, or registered sanitarian); 6 mos. exp. as Health Care Facilities Field Surveyor Supervisor 1, 61585; valid driver's license.

-Or Certification, licensure, or registration commensurate with assigned; 12 mos. exp. as Health Care Facilities Field Surveyor – Independent, 61582 or equivalent and record data; valid driver's license.

**Note:** The job posting & official position description on file with the Ohio Department of Health (ODH) will reflect, in the minimum acceptable characteristics, the required licensure, certification, registration, or other professional credential & the specialized body of knowledge necessary to perform the assigned duties of the position.

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

Renewal of licensure/certification/registration pertinent to assigned discipline as mandated by Ohio Revised Code.

### **UNUSUAL WORKING CONDITIONS**

May require travel.