

for STATE OF OHIO (DAS) CLASSIFICATION SPECIFICATION	<u>CLASSIFICATION SERIES</u> Health Care Facilities Surveyor-Office Survey Operations	<u>SERIES NUMBER</u> 6159
	<u>MAJOR AGENCIES</u> Ohio Department of Health Only	<u>EFFECTIVE</u> 09/13/2020

SERIES PURPOSE

The purpose of the health care facilities surveyor occupation is to support 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 &/or to perform one or more survey support functions. 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 perform one or more of the following options: review all survey reports, documentation and plans of correction for completeness and accuracy and prepare survey packages for certification and licensure and transmittal; and/or develop, implement and evaluate orientation and training programs for professional survey staff and instruct surveyors on federal required testing; and/or identify training needs and develop, implement and evaluate technical assistance programs for survey staff and for providers /prospective providers on matters pertaining to NATCEP and/or MDS and/OASIS; and/or conduct interviews and investigate and analyze complaints of unsatisfactory services rendered by health care providers and suppliers and make immediate assessment to determine severity and urgency of complaint; and/or recommend and coordinate enforcement actions against health care facilities and other health care providers and conduct informal dispute resolution involving Medicare and/or Medicaid certified nursing facilities and review provider documentation for reconsideration of proposed decertification. 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 the statewide survey review and informal dispute resolution functions; and/or oversee and monitor the statewide compliant intake program; and/or oversee and monitor survey training at the state and federal levels for professional survey staff and train assigned surveyor staff; and/or oversee and monitor technical assistance programs for survey staff and providers/prospective providers on matters pertaining to NATCEP and/or MDS and/or OASIS; and/or oversee and monitor the statewide survey enforcement function.

At the highest-level incumbents supervise lower level surveyor supervisors and perform one or more of the following options: Administer statewide survey support and quality assurance operations (e.g., review, central scheduling, complaint intake, NATCEP, MDS, OASIS); 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.

NATCEP (Nurse Aid Training & Competency Evaluation Program)- A program coordinated through the Ohio Department of Health (ODH) to address federal and state regulations establishing training and testing requirements for all nurse aides who work in Medicare/Medicaid certified long-term care facilities.

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

JOB TITLE

JOB CODE

PAY GRADE

EFFECTIVE

Health Care Facilities Office Surveyor-Independent

61592

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, survey, certification, enforcement & complaint intake protocols & guidelines & organization operational procedures in order to perform one or more of the following survey &/or survey-support functions: conduct desk reviews & plans of correction approval as applicable;

&/OR

review all survey package documentation (e.g., surveyor or team-completed survey, inspection packages and/or electronic survey reports and plans of correction) for completeness & accuracy in accordance with established standards prior to processing & data entry and prepare survey packages for certification, transmittal and data entry;

&/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 providers on matters pertaining to NATCEP &/or MDS &/or OASIS & review survey reports to ensure that MDS &/or OASIS reporting is being monitored appropriately by surveyor staff;

&/OR

conduct interviews & investigate & analyze complaints of unsatisfactory services rendered by health care providers & suppliers & make immediate assessment to determine severity & urgency of complaint;

&/OR

recommend and coordinate enforcement actions against health care facilities and other health care providers and suppliers, conduct informal dispute resolution involving Medicare&/or Medicaid certified skilled nursing & nursing facilities and/or other administrative reviews & review provider documentation for reconsideration of proposed decertification or license revocation;

&/OR

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

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Health Care Facilities Office Surveyor Supervisor 1	61595	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: oversee & monitor the statewide survey review & informal dispute resolution function;

&/OR

oversee & monitor the statewide complaint intake program & supervise assigned staff;

&/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 assigned staff;

&/OR

oversee & monitor technical assistance programs for survey staff &/or providers/prospective providers on matters pertaining to OASIS &/or MDS &/or NATCEP & supervise assigned staff;

&/OR

oversee & monitor the statewide survey enforcement function & supervise assigned staff.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Health Care Facilities Office Surveyor Supervisor 2	61596	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., complaint investigation surveys &/or licensure activities not requiring onsite visits to providers or suppliers; administer & manage statewide survey support and quality assurance operations (e.g., survey review, central scheduling, complaint intake, NATCEP, RAI/MDS, OASIS).

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 Office Surveyor-Independent	61592	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 support functions. The focus of the role of the surveyor will vary in accordance with the employee's assigned discipline & level of expertise:

- Performs desk reviews & plans of correction approval.
- Reviews all survey documentation (e.g., inspection packages, electronic survey reports, plans of correction) for completeness & accuracy in accordance with established standards prior to processing & data entry.
- Acts as preceptor 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.
- Identifies training needs & develops, implements & evaluates training programs for survey staff &/or providers/prospective providers on matters pertaining to MDS &/or OASIS & reviews survey reports to ensure that MDS &/or OASIS reporting is being monitored & evaluated appropriately by field survey staff.
- Evaluates training programs pertaining to NATCEP, Train the Trainer (TTT) & Dining Assistant (DA) programs & provides consultation & training regarding federal & state requirements to providers/prospective providers & survey staff engaged in survey & certification of NATCEP, TTT & DA programs & conducts on-site surveys of NATCEP, TTT & DA programs to determine whether such programs meet the state & federal requirements for approval.
- Investigates & analyzes complaints of unsatisfactory services rendered by health care providers & suppliers (e.g., resident abuse & neglect, misappropriation of funds, violation of rights), assesses whether allegations are within regulatory authority of ODH & determines when to refer to another state agency & makes immediate assessment to determine severity & urgency of complaint.
- Recommends & coordinates enforcement actions against health care facilities and other health care providers and suppliers, reviews health care provider deficiency statements prepared by field surveyors for completeness & consistency with regulations, determines severity of deficient practices that may result in penalties, determines appropriate enforcement remedy based on seriousness of facility's non-compliance & other factors, reviews plans of correction submitted by providers for acceptability, conducts informal dispute resolution involving Medicare&/or Medicaid certified skilled nursing & nursing facilities & reviews provider documentation for reconsideration of proposed decertification &/or denial of certification.
- May be assigned on a temporary basis to perform field surveyor assignments.

&/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:

- Prepares written reports, records & correspondence (e.g., reports of survey findings in accordance with applicable procedures & protocols, reports of survey review findings pertaining to OASIS performance monitoring, enforcement/remedy notice letters, NATCEP disapprovals, notices to attending physicians & Board of Executives of Long-Term Services & supports when substandard quality of care has been identified in LTC facility, waiver documents, certification & transmittal forms, activity reports, comprehensive reports of allegations summarizing complaints).
- Uses applicable data management systems (e.g., MDS, OASIS) to monitor, review & evaluate quality indicator &/or outcome reports &/or OASIS assessment information, identify significant results & assist field surveyor staff &/or providers with accessing & interpreting quality indicators reports.
- 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 agency surveys, complaint intake documentation) when requested by supervisor.
- Disapproves or revokes facility nurse aide training/testing program.

- Makes recommendations for changes in program orientation & evaluation materials & assists supervisor in developing procedures as assigned.
- Works with staff of other agencies to facilitate effective review of survey findings reports & resolve consumer complaints.

Performs other duties as assigned:

- Researches regulatory issues.
- Attends surveys in order to maintain or gain familiarity with survey procedures when assigned.
- Acts as resource to other bureau/office survey staff on program procedures & protocols & for assigned area of expertise.
- Organizes & maintains administrative records, files & /or library of reference materials as assigned.
- 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.
- Carries laptop, portable scanner, reference materials & forms (weighing up to 25 lbs.) to & from worksite.

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

May require travel, including some overnight stays.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Health Care Facilities Office Surveyor Supervisor 1	61595	22	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 statewide activities of surveyors responsible for the review of all survey documentation prior to processing:

- Provides oversight to review of survey documentation (e.g., completed surveys, inspection packages, plans of correction) prior to processing & transmittal. Reviews & analyzes management & audit reports provided by assigned surveyors & takes corrective actions when & where indicated.
- Conducts informal dispute resolution activities as assigned & makes recommendations to higher level supervisor relative to provider requests on deficiency citations.
- Conducts regular staff meetings to lead/guide activities of staff.
- Develops, recommends & implements changes in procedures to enhance program goals & objectives.
- Identifies training needs of survey staff.

&/OR

Oversees & monitors statewide complaint intake program:

- Schedules & prioritizes work to ensure compliance with federal & state laws & rules & mandated time frames.
- Acts as liaison with other bureaus, CMS, other government agencies & provider groups to coordinate the investigation of complaints against health care facilities.
- Reviews result of complaint investigations to assure compliance with regulations & mandated time frames.
- Directs development & maintenance of complaint activity reports & records.
- Develops, recommends & implements changes in procedures to enhance program goals & objectives.
- Utilizes computer systems to ensure timely intake and processing of complaints.
- Identifies training needs of survey staff.
- Conducts regular staff meetings to lead/guide activities of staff.
- Develops, recommends & implements changes in procedures to enhance program goals & objectives.

&/OR

Oversees & monitors training at the state & federal levels for agency survey 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.
- Conducts regular staff meetings to lead/guide activities of staff.
- Develops, recommends & implements changes in procedures to enhance program goals & objectives.
- Identifies training needs of survey staff.
- Oversees RAI/MDS, OASIS.

&/OR

Oversees & monitors technical assistance programs for survey staff &/or providers/prospective providers on matters pertaining to OASIS &/or MDS &/or NATCEP:

- Medicare program participating home health care agencies, in assessing home health care providers' compliance with OASIS reporting requirements & in providing technical assistance & consultation to providers &/or prospective providers in OASIS reporting.
- Oversees provision of training & technical assistance for survey staff &/or providers/prospective providers on matters pertaining to MDS &/or NATCEP.

- Ensures compliance with applicable federal & state laws & rules governing assigned programs.
- Ensures MDS surveys are completed per CMS guidelines.
- Conducts regular staff meetings to lead/guide activities of staff.
- Develops, recommends & implements changes in procedures to enhance program goals & objectives.
- Identifies training needs of survey staff.

&/OR

Oversees & monitors survey enforcement function:

- Develops & revises enforcement procedures & notices.
- Recommends changes in policies, rules & procedures.
- Applies federal enforcement penalties.
- Reports questionable deficiency statements to appropriate program chiefs for clarification &/or revisions.
- Monitors & coordinates enforcement actions against facilities (e.g., CMS authorized state directed denial of payment, loss of nurse aide training programs).
- Finalizes informal dispute decisions at completion of phase 2.
- Reviews survey packages & certification & transmittal forms for accuracy.
- Reviews accuracy of journal entries prepared for director of health's signature.
- Directs support staff in preparation of special reports, assignment sheets & special enforcement actions.
- Conducts regular staff meetings to lead/guide activities of staff.
- Develops, recommends & implements changes in procedures to enhance program goals & objectives.
- Identifies training needs of survey staff.
- Reviews survey packages for appropriateness of citation & verifies calculation of fines.

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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.
- Coordinates one or more statewide functions as assigned (e.g., Informed Consent, Medicare Balanced Billing, survey scheduling).

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.
- Directs development of certification action.
- Approves reports of surveys & certifications.
- Researches problems, evaluates data & recommends appropriate action as assigned.

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.
- Carries laptop, portable scanner, reference materials & forms (weighing up to 25 lbs.) to & from worksite.

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; 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 Office Surveyor – Independent, 61592.

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, including some overnight stays.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Health Care Facilities Office Surveyor Supervisor 2	61596	22	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. state licensure surveys &/or complaint investigation surveys &/or licensure activities not requiring onsite visits to providers or suppliers)

- Administers and manages statewide operations for LTC &/or NLTC survey support and quality assurance operations (e.g., survey review, central scheduling, Complaint Unit, surveyor training, survey enforcement, life safety code, emergency preparedness NATCEP, & supervises lower level surveyor supervisors & other assigned staff).
- Assesses existing program policies and procedures to evaluate compliance with applicable office, state and/or federal guidelines.
- Develops program goals and objectives and ensures compliance with program performance standards.
- Develops program policies and procedures and makes recommendations for policy changes to bureau chief.
- Develops procedures to evaluate effectiveness of program operations and recommends changes in program policies and procedures to bureau chief.
- Directs implementation of policies and procedures.
- Conducts regular supervisor meetings to communicate information and provide feedback.
- Develops & revises policies/standards/forms to maintain consistency & recommends cost effective reporting procedures.
- Reviews reports & takes follow up action as needed.

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.

&

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 to survey staff as needed.
- 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.
- Research 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; 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 Office Surveyor Supervisor 1, 61595.

-Or Certification, licensure, or registration commensurate with assigned discipline; 12 mos. exp. as Health Care Facilities Office Surveyor – Independent, 61592 and record data.

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, including some overnight stays.