

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Senior Health Facilities Surveyor

Class Code: 51464

Pay Grade: GJ

A. Purpose:

Serves as a technical expert in an assigned field, provides work direction to Health Facilities Surveyors and performs as a team leader when conducting inspections of healthcare facilities and related healthcare services in areas such as dietary services, nursing services, patient activities and life safety codes to protect the public from health and safety hazards and ensure compliance with state and federal licensure and certification regulations.

B. Distinguishing Feature:

The Senior Health Facilities Surveyor is responsible for functioning as a team leader by training and evaluating Health Facility Surveyors, reviewing and assigning surveys and complaint investigations, providing technical assistance and education in their field of expertise, and providing work direction to Health Facility Surveyors; and serving as a team leader on at least two major surveys.

The Health Facilities Surveyor conducts in-depth surveys in a variety of healthcare facilities such as long-term care facilities, home-health agencies, hospitals, and assisted-living centers to detect unsafe or unhealthy conditions and reviews plans of correction submitted by facility administrators as required by survey findings.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Serves as a public health advisor for an assigned field to maintain consistency in interpretation of regulation.
 - a. Provides technical assistance and resource materials.
 - b. Provides instruction and education.
 - c. Reviews policies and procedures.
 - d. Functions as a preceptor for surveyors.
 - e. Implements quality assurance.

2. Serves as a team leader to ensure survey activities are carried out concisely and according to department rules and regulations.
 - a. Reviews information relevant to the facility being surveyed.
 - b. Assigns team members to survey segments.
 - c. Schedules and conducts both the entrance and exit conferences with facility representatives.
 - d. Manages time and activities of team members.
 - i. Conducts team meetings.
 - ii. Approves work after hours or outside of the facility.
 - e. Resolves disputes regarding the proper decision on issues.
 - f. Reconvenes team members to review and approve plans of correction submitted by facilities.

3. Conducts on-site surveys, as a team member or team leader, of healthcare facilities and related healthcare services to ensure patients, residents, and clients receive the highest quality of care under existing laws and acceptable practices.
 - a. Determines compliance with applicable state and federal regulations.
 - b. Documents deficiencies.
 - c. Reviews survey deficiencies with administrators and facility staff.
 - d. Submits deficiency reports to program administrators for review.
4. Schedules complaint investigations in the areas of patient care, safety, and abuse and neglect in licensed health care facilities and services to ensure complaints are handled properly.
 - a. Reviews complaints to determine how they can be handled.
 - b. Assigns staff to complete investigations.
5. Provides work direction to staff to ensure the goals and objectives of the work unit are met.
 - a. Provides training.
 - c. Approves leave requests.
 - d. Addresses staff problems and recommends disciplinary actions.
 - e. Investigates complaints of subordinates' actions.
6. Maintains a field office to ensure staff has the facilities and equipment to complete their assigned duties.
 - a. Participates in the survey scheduling process.
 - i. Ensures appropriate team members are included.
 - ii. Determines if survey schedules will meet the needs of the facilities in the area.
 - b. Maintains office operations.
 - i. Recommends the purchase of capital assets.
 - ii. Requests computer services.
7. Reviews the plan of correction submitted by healthcare facilities and discusses corrective procedures with facility administrators to ensure they understand corrective measures and the timeliness of submission.
 - a. Conducts follow-up inspections.
 - b. Determines the degree of completion of the approved plan of correction and documents findings.
8. Performs other work as assigned.

D. Reporting Relationships:

Reports to a Health Program Specialist II or Program Administrator. Serves as a lead worker or team leader over Health Facilities Surveyors.

E. Challenges and Problems:

Challenged to survey a variety of healthcare facilities to ensure patients and residents receive the highest quality of care under existing laws and acceptable practices. This is difficult because it involves on-site determinations of acceptable practices and the application of these practices as they relate to federal and state licensure regulations. It also involves convincing facility administrators of compliance by acceptable methods of change monitored by the survey process. Also challenging is maintaining and up-to-date technical expertise required to answer questions in regard to technological and methodological advances.

Typical problems include motivating the survey team, determining whether a significant public health hazard or violation exists and how to site as a deficient practice, resolving inappropriate plans of correction, managing difficult providers in a dispute resolution, investigating complaints with vague information and determining whether to substantiate or not, extensive travel with several overnights per week, and trying to keep up with ever changing healthcare regulation.

F. Decision-making Authority:

Decisions made include the degree of compliance with rules and regulations, the provision of quality care, operational needs of a field office, the validity of complaints, survey schedules, and interpreting rules and regulations.

Decisions referred to a superior include grievances of compliance reviews, personnel issues, legal interpretations, and final approval of scheduling and priority assignments.

G. Contact with Others:

Daily contact with healthcare facility personnel and residents during inspections and consultations and with central office staff to discuss and coordinate activities; frequent contact with federal, state and local government officials requesting information and discussing compliance issues; and occasional contact with county health personnel to discuss jurisdictional responsibilities and related healthcare issues.

H. Working Conditions:

Inspections take place in a variety of facilities. There is potential for exposure to illnesses and infections. Travel is required.

I. Knowledge, Skills, and Abilities:

Knowledge of:

- the principles and practices of healthcare management;
- assigned field of expertise;
- state and federal regulations relating to healthcare facilities and related healthcare services;
- inspection procedures;
- causes and control of diseases produced by unsanitary conditions.

Ability to:

- to pass state and federal certification requirements;
- ensure defensible survey findings are formulated;
- provide work direction;
- delegate assignments;
- review healthcare surveys;
- communication sufficient to relay and understand survey findings and information;
- establish and maintain effective working relationships and deal tactfully with others.