

Class Concept

This is professional consultative, administrative and/or supervisory work in performing regulatory activities to determine compliance with state and/or federal rules and regulations for licensed and/or certified health care facilities or agencies.

Positions at this level serve as a team leader of surveyors, as a laboratory consultant or in a regulatory trainer capacity. Positions may serve as a Laboratory Consultant, similar in to the Facility Compliance Consultant I, but with greater independence utilizing knowledge of procedural methodology in all clinical laboratory delivery services. Positions supervise individual survey staff, trainers and/or the work of a group of assigned surveyors. Positions provide oversight of work, schedule staff, provide training and consultation to surveyors related to rule interpretation, deficient practice, scope and severity and necessary enforcement actions. Positions also interpret and apply guidelines and regulations, explain findings to providers, and communicate with on-site surveyors to ensure evidence is gathered to support deficiencies cited. This level evaluates the scope and severity of the deficient practice to ensure enforcement actions are consistent with federal and state requirements. Positions provide information to other agencies, providers and the general public; draft enforcement action letters and participates in conferences and legal proceedings arising from enforcement actions; collect data about the survey activities within their geographic region and ensures that annual surveys, complaint investigations and follow-up surveys are conducted within required timeframes and follow-up survey protocols. Positions participate in quality assurance reviews of statements of deficiencies to ensure citations are supported by the evidence documented and consistent across the state. Positions serve as trainer/preceptor to new staff during the compliance survey by coaching and guiding staff through the survey process. As trainers, positions utilize established training curriculum to teach basic skills in investigation, interviewing, observation, and writing deficiencies according to federal criteria. Positions also utilize a training curriculum from the Centers for Medicare and Medicaid Services to teach the Quality Indicator Survey process to staff.

Recruitment Standards

Knowledge, Skills, and Abilities

- Considerable knowledge of area of professional training
- Considerable knowledge of state and federal standards, guidelines, and regulations
- Considerable knowledge of the principles and practices of health care organization and management
- Ability to organize and work independently
- Ability to interpret and apply rules, regulations, and policies to different situations, and facilities
- Ability to establish and maintain effective communications and work relationships with facility management and professional consultants
- Ability to provide good customer service to Division stakeholders
- Ability to demonstrate intermediate computer skills (use of Microsoft Office products)
- Skill in public relations techniques
- Ability to supervise and coordinate work of others

Minimum Education and Experience

Bachelor's degree, preferably in a health or human service related field from an appropriately accredited institution and four years' experience in surveying, clinical and/or administration of a program in a related health field; or an equivalent combination of education and experience; or

Master's degree in a health or human services related field from an appropriately accredited institution and two years' experience in surveying, clinical and/or administration of a program in a related health field;

Minimum Education and Experience – Laboratories

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.

Bachelor's degree in medical technology from an appropriately accredited institution and four years of laboratory experience preferably with exposure to all laboratory branches and one to two years supervisory or comparable experience; or an equivalent combination of education and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.