



## HEALTH CARE INVESTIGATOR/ADVISOR

5911

### GENERAL DESCRIPTION OF CLASS

The HEALTH CARE INVESTIGATOR/ADVISOR investigates practice violations, criminal conduct or non-compliance with licensure law by health care professionals. The Investigator conducts background investigations, site inspections, evaluates practice standards and audits patient care, drug, financial, or criminal conduct records. The Health Care Investigator/Advisor advises licensees on scope of practice and standards for the profession and provides professional guidance and direction as necessary.

The Health Care Investigator/Advisor is licensed to practice in the regulated profession and serves as a technical expert at administrative hearings or criminal proceedings.

### DISTINGUISHING CHARACTERISTICS

This is a single classification and not part of a series of classes.

### DUTIES AND RESPONSIBILITIES

The duties listed below are not inclusive but characteristic of the type and level of work associated with this class. Individual positions may be assigned all or some combination of the duties listed below as well as other related duties.

#### 1. Investigations

Investigates cases that require theoretical knowledge and clinical expertise in a healthcare profession to evaluate actions within the scope of practice for that profession. Using investigative and specialized health practice skills, researches, records and develops case files. Gathers and preserves documentary evidence through personal interviews and records from employers, patients, other regulatory agencies, police or courts. Recognizes issues that require knowledge of health care principles and practices to elicit information and obtain clarifications. Reviews Law Enforcement Data Systems (LEDS) reports and investigates criminal convictions of individuals applying for licensure.

Explains investigation process, licensee rights and possible actions the Board may take to licensees. Advises the health care board about alleged violations of the practice acts, providing documentary evidence compiled through investigations and inspections. Recommends disciplinary actions to Board. Prepares legal documentation of Board actions and explains to licensees. Monitors licensees on probation and takes follow up actions as needed. Prepares for hearings as appropriate. Discusses cases with agency attorney general as needed.

Investigates alleged violations such as loss, theft, or illegal sale of drugs in cooperation with Drug Enforcement Agency, Oregon State Police and other agencies to find and control the diversion of controlled substances. Audits inventory and investigates discrepancies. Collects and preserves evidence. Inspects damages to premises and decides if drugs are salvageable or need to be destroyed. Disposes of controlled drugs received by the Board.

## **2. Inspections**

In accordance with specific Board authority, inspects facilities statewide for sanitation, equipment, stock and security. Inspects for proper drug storage practices and expiration dates and that drugs are prepared by appropriately licensed personnel. Examines poison and exempt narcotic register, inspects products for compliance with FDA standards and inspects anesthesia equipment and records. Examines recordkeeping, practices and procedures for compliance with statutes, rules and standards. Explains to licensee actions necessary to correct deficiencies.

## **3. Reporting**

Compiles information and writes reports of inspections and investigations, explaining health care practice issues. Documents evidence and statements of witnesses in a manner adequate to support administrative actions brought by the Board or law enforcement. Testifies at hearings.

Prepares formal notices, including civil penalty notices and stipulated agreements. Prepares and issues subpoenas. Negotiates terms and conditions of consent orders with attorneys or licensees and presents proposed disciplinary action information to the Board. Prepares final Board Orders, including Findings of Fact and Conclusions of Law.

## **4. Technical Assistance**

Informs persons practicing in the health care profession about the laws, rules and regulations that apply to their licenses. Advises licensed health care and community based facilities about standards, standards of care, delegation, etc., and informs of changes in federal or state laws, rules and regulations. Prepares and presents formal presentations for healthcare or public groups throughout the state. Recommends administrative rule considerations to executive staff and participate in Board committees.

In response to complaints or non-routine circumstances, assesses competency of health care professionals. Determines competency for license renewal, prescribing and dispensing authority or authority to perform certain tasks, procedures and functions based on assessment of education, licensure and competency levels.

## **RELATIONSHIP WITH OTHERS**

The Health Care Investigator/Advisor has daily telephone, in person and written contact with agency staff at all levels, other state and federal agency staff, health care providers, employers, attorneys, pharmaceutical and insurance companies, licensees and consumers regarding inspections, complaints and investigations. The Health Care Investigator/Advisor receives complaints regarding licensed health care professionals from employers, other health care professionals, patients, the public and other regulatory agencies.

## **SUPERVISION RECEIVED**

The Health Care Investigator/Advisor works under general supervision and organizes own workload to meet changing service needs. Uses agency and governing rules for interpretations. Performs duties independently and occasionally away from the primary worksite at remote locations throughout the State. The Health Care Investigator/Advisor consults with supervisor as needed for clarification of expected results, report on progress of investigations, confirm interpretation of regulations and policies, make recommendations or seek guidance in complex or unclearly defined areas.

**GENERAL INFORMATION**

The Health Care Investigator/Advisor occasionally travels throughout the State, including some overnight trips and irregular work hours.

**KNOWLEDGE AND SKILLS (KS)****Knowledge:**

General knowledge of principles, standards and techniques of investigations.
General knowledge of statutes regulating practice and licensing of the specific health care profession.
General knowledge of procedures, practice standards and scope of practice relevant to the specific health care profession.
General knowledge of principles of biological, physical, and social sciences.
General knowledge of principles of supervision, education and management relevant to the specific health care profession
General knowledge of health and patient medical record keeping methods and standards.

**Skills:**

Skill interviewing and conducting inspections relating to healthcare practices.
Skill gathering documentation and preparing detailed reports.
Skill analyzing conflicting allegations, testimony and documentary records.
Skills advising and consulting related to specific health care profession.
Skills in negotiation.
Skills to deal with hostile or angry people.

**NOTE:** The KNOWLEDGE and SKILLS are required for initial consideration. Some duties performed by positions in this class may require different KS's. No attempt is made to describe every KS required for **all** positions in this class. Additional KS requirements will be explained on the recruiting announcement.

Adopted 7/99

Revised

STATE OF OREGON  
 Dept. of Administrative Services  
 Human Resource Services Division