

GENERAL DESCRIPTION OF CLASS

As a member of a survey team or at times as a team leader, the CLIENT CARE SURVEYOR determines compliance with State licensing and Federal certification requirements during periodic fact-finding surveys of long-term care facilities to ensure continued high quality nursing care and services.

DISTINGUISHING FEATURES

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

DUTIES AND RESPONSIBILITIES

Allocation of positions to this class will depend on the total work performed which may emphasize one or a combination of the duties or tasks listed below.

1.Licensing Inspections. Typical tasks: participates in combined State licensing/Federal certification surveys or annual State licensing surveys; develops schedule of visits to Medicaid/Medicare and private long-term care facilities, including residential care facilities, within a specific geographic area (schedule must meet mandated State and Federal time frames to avoid substantial financial penalties and allow time for unscheduled follow-up and monitoring surveys and complaint investigations); reviews records of facility's prior surveys, plans of correction, and complaints investigated; conducts an entrance conference with key facility staff to provide a quick overview of the survey process framework; gathers information through observation, records review, and interviewing facility personnel, residents and, at times, relatives of residents, and members of the public; evaluates conditions using judgment and interpretive guidelines to determine if they meet standards and are in compliance with the regulations in various areas such as facility management (including physician services), residents' rights, dietary services, nursing services, specialized rehabilitation services, pharmaceutical services, laboratory services, social services, activities, medical records, transfer agreements, physical environment, infection control, and disaster preparedness; authorizes ongoing heavy cost add-on payment for Senior and Disabled Services Division clients approved for the heavy cost program in nursing facilities; documents (for the purpose of Federal certification) findings of noncompliance which constitute a binding adjudicative determination subject to the rules of due process and will form the basis for any legal actions to terminate a noncomplying facility's participation in the Medicaid/Medicare program; conducts exit conference with key facility personnel in order to inform the facility of the survey findings; determines (except for facilities with negative actions) type of follow-up and time frame of monitoring survey, if applicable, and makes follow-up on-site visits as necessary; prepares testimony, including affidavits for hearings and court proceedings, as needed; and may be called upon to represent the agency in court as an expert witness or to provide evidence in support of decisions made.

2.Inspection of Care Reviews. Typical tasks: performs inspection of care reviews and medical record review in conjunction with the licensing and certification visit; performs semi-annual, federally mandated utilization review of 100% of Medicaid recipients in long-term care facilities to ensure appropriate use of services; tracks Medicaid clients from provider vendor lists to ensure 100% review of Medicaid clients for appropriate level of care for payment and to ensure appropriate expenditure of Medicaid monies; identifies clients for relocation; identifies potential participants in the Medicare

program; determines adequacy of quality of care and services provided to Medicaid recipients based on Federal regulations and professional standards of practice; prepares reports of negative findings in conjunction with the findings of the licensing and certification survey; reviews medical records during on-site visits to ensure Federal preadmission screening requirements are met for all long-term care residents in Medicaid/Medicare nursing homes, including private pay residents.

3. Complaint Investigation. Typical tasks: investigates complaints arising via the Client Care Monitoring Unit, SSD/Type B AAA Office or Federal Regional Office; responds to and investigates alleged nursing facility resident abuse and/or alleged nursing facility violations of licensing and certification regulations; conducts interviews with residents, care providers, physicians, and others as appropriate to determine validity of complaint; makes report of findings according to Federal and State procedures. Makes recommendations for agency action including recommending transfer of resident(s) for protection of health and safety or that a partial or full licensing and certification survey be conducted.

4. Miscellaneous. Typical tasks: provides technical assistance to agency social service staff and/or residential care management; advises agency staff, gives technical assistance, and interprets program requirements in medical and clinical social work, dietary, sanitarian, mental retardation, or other individual Client Care Surveyor area of specialization; participates in meetings to provide specialized expertise; consults and advises residential care management concerning methods of care, treatment, training, records, housing, and equipment; may consult with or provide information to other social service agency or professional staff; contacts local area agency on aging or Senior and Disabled Services Division staff to exchange information of mutual interest regarding activities and findings; orients, trains, and guides new Client Care Surveyor staff occasionally; may make presentations to civic organizations or other special interest groups regarding Federal and State standards of level of care, quality of care, and clients need determinations or related matters; maintains professional knowledge and currency by attending Federal, agency or job-related training, and by reading appropriate journals and other publications.

RELATIONSHIP WITH OTHERS

Employees in this class have frequent, daily, in-person, telephone or written contact with agency, clients, relatives of clients, professional medical personnel, care providers, Senior and Disabled Services Services Division staff, and area agency on aging staff.

There are periodic telephone, in-person, or mail contacts with members of the general public and employees of other public or private agencies to provide information about relevant Federal and State standards, and policies and procedures related to long-term direct care for agency clients.

SUPERVISION RECEIVED

Employees in this class receive general supervision from a unit supervisor responsible for a geographic district of the State. The supervisor gives special assignments or directions in periodic staff meetings, over the telephone, or in informal conferences as conditions warrant. Once proficient on the job and Federally certified, the employee works with a high degree of independence.

Work is reviewed for accuracy, timeliness, and conformance to Federal and State standards, and division policies and procedures. The employee is guided by Federal and State statutes, regulations, rules, professional standards, and agency and unit policies and procedures.

GENERAL INFORMATION

Employees in this classification make decisions directly affecting the care setting, level of care, and care delivery systems for the agency's clients as well as the legal funding liability of the agency.

In the determination of on-site findings in long-term care facilities, employees in this class must maintain the agency and Federal position while respecting the facility management's perspective. The employee may have to deal with resistance and hostile behavior. Confidentiality of clients and of others involved in investigations must be maintained.

Positions in this class require the willingness and ability to travel in inclement weather and under adverse weather conditions to all locations in the State, including overnight stays of up to five nights.

KNOWLEDGE, SKILLS AND ABILITIES (KSA)

General knowledge of medical terminology, technology, and reporting procedures related to the provision of direct resident care.

General knowledge of the methods, techniques, and procedures used to assess and identify resident care needs, and adequate and proper care given.

General knowledge of nursing methods and techniques used in resident care and treatment.

Basic knowledge of Federal and State laws, rules, and regulations related to the provision of long-term direct-care programs and facilities and licensure of long-term care facilities.

Basic knowledge of the structure, organization, and operation of long-term direct care facilities and programs.

Basic knowledge of methods used to assess quality assurance programs.

Skill in assessing resident's active treatment and direct care needs.

Skill in assessing quality of habilitation and health care provided to residents.

Skill in assessing the adequacy of direct care facilities, staffing, and recordkeeping.

Skill in exercising independent judgment and decision-making in the application of laws, rules, policies, or procedures.

Skill in communicating verbally with a variety of medical professionals, care provider management and staff, resident relatives, and personnel or other agencies, sometimes under tense or hostile conditions.

Skill in putting work in priority order and managing work time and efforts to accomplish both ongoing and emergent duties.

Skill in compiling information from direct observation.

Skill in making accurate verbal and written reports.

Skill in initiating, preparing, and monitoring provider's contracts.

Ability to make correct, defensible decisions leading to revocation or decertification procedures for long-term care facilities.

Ability to recognize potential abuse or neglect about those in need of or receiving direct, long-term care.

Ability to demonstrate flexibility relating to emergent changes in

schedule and team assignment.

Ability to learn and apply specific Federal and State laws, rules, standards, and guidelines about the determination of level and quality of care for residents requiring long-term, direct care.

Ability to make public presentations before civic organizations, special interest groups, student groups, or other public gatherings.

Ability to provide expert testimony or testimony in support agency decisions in a court of law or an administrative hearing.

Ability to train technical and professional staff.

Ability to work independently with minimal supervision.

Ability to use a computer to input, retrieve information, and generate information and/or reports.

Ability to maintain currency in the general nursing profession or applicable specialty field by reading papers, journals, and attending in-service training when provided.

NOTE: The KNOWLEDGE and SKILLS are required for initial consideration. ABILITIES may be required for initial consideration, at any time during the selection process, or during a trial service period as a final stage of the selection process. Some duties performed by positions in this class may require different KSA's. No attempt is made to describe every KSA required for **all** positions in this class. Additional KSA requirements will be explained on the recruiting announcement.

Adopted 4/90

Revised

Examples of work are typical of duties assigned to this class. No attempt is made to describe every duty performed by all positions in this class.