

MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION

HEALTH CARE SURVEYOR

JOB DESCRIPTION

Employees in this job perform professional assignments to evaluate compliance with state and federal regulations that pertain to health care providers and facilities. The work involves the evaluation of the quality of care provided to residents in long-term care or residential care facilities, and/or the investigation of complaints relative to the quality of care provided. Work is performed through the application of knowledge, methods, practices, procedures, policies, and regulations related to various professional disciplines in the health care field.

There are four classifications in this job.

Position Code Title - Health Care Surveyor-E

Health Care Surveyor 9

This is the entry level. As a trainee, the employee carries out a range of professional health care surveyor assignments while learning the methods of the work.

Health Care Surveyor 10

This is the intermediate level. The employee performs an expanding range of professional health care surveyor assignments in a developing capacity.

Health Care Surveyor P11

This is the experienced level. The employee performs the full range of professional health care surveyor assignments in a full-functioning capacity. Considerable independent judgment is used to make decisions in carrying out assignments that have significant impact on services or programs. Guidelines may be available, but require adaptation or interpretation to determine appropriate course of action.

Position Code Title - Health Care Surveyor-A

Health Care Surveyor 12

This is the advanced level. The employee may function as a lead worker overseeing the work of other professionals or as a senior worker responsible for assignments that have been recognized by Civil Service as having significantly greater complexity than those assigned at the experienced level.

NOTE: Employees generally progress through this series to the experienced level based on satisfactory performance and possession of the required experience.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Reviews and examines complaints and reported incidents involving abuse and neglect of patients relative to the quality of care in residential care facilities, other health care facilities, hospice programs, home health agencies, physical therapy, and occupational therapy programs.

Conducts inspections and surveys of health care facilities to determine compliance with state and federal health care rules and regulations and assists in evaluating programs to determine if the health care needs of the patient are being met.

Evaluates the quality of care, health care standards, and general management of health facilities operation.

Interprets existing and proposed laws, policies, and procedures as they relate to health care facilities and standards of care.

Advises representatives of facilities/agencies of findings orally and in written reports to substantiate findings and detail areas of non-compliance with state and federal regulations pertaining to health care standards.

Assists Attorney General representative or others in preparation for administrative hearings.

Serve as a witness before administrative and/or judicial hearings.

Provide regulatory guidance to providers to assist them in developing plans to correct deficiencies.

Reviews residents' financial and other operating records, documents, and data to determine provider compliance pertaining to regulatory standards.

Maintains and consolidates data, and prepares reports, records, and correspondence related to inspection and documentation of deficiencies.

Participates in workshops and conferences relative to health care issues.

Performs related work as assigned.

Additional Job Duties

Health Care Surveyor 12 (Lead Worker)

Oversees the work of professional staff by making and reviewing work assignments, establishing priorities, coordinating activities, and resolving related work problems.

Health Care Surveyor 12 (Senior Worker)

Performs on a regular basis professional health care surveyor assignments which are recognized by Civil Service as more complex than those assigned at the experienced level.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Some knowledge in the area listed is required at the entry level, developing knowledge is required at the intermediate level, considerable knowledge is required at the experienced level, and thorough knowledge is required at the advanced level.

Knowledge of agency, state, and/or federal laws, rules, and standards governing the operation of health care facilities.

Knowledge of survey design, inspection, and review procedures and processes for health care facilities.

Knowledge relative to evaluation of quality of care in environmental health, sanitation, dietetics, nursing, pharmacy, speech therapy, psychology, occupational therapy, physical therapy, respiratory therapy, and/or social work.

Ability to conduct surveys in applicable professional discipline(s).

Ability to observe critically and recognize areas of non-compliance, problems, and discrepancies.

Ability to interpret and apply complex laws, procedures, rules, and regulations.

Ability to review and examine complaints.

Ability to handle routine and sensitive contacts with staff and officials of health care facilities in a professional manner.

Ability to define and collect data related to problems in facilities.

Ability to maintain records, prepare reports, and correspondence related to the work.
Ability to use a computer and available software to maintain records and prepare technical reports.
Ability to communicate effectively with others.
Ability to maintain favorable public relations

Additional Knowledge, Skills, and Abilities

Health Care Surveyor 12 (Lead Worker)

Ability to organize and coordinate the work of others.
Ability to set priorities and assign work to other professionals.

Working Conditions

The job requires travel.
Some jobs require an employee to work in adversarial situations.
Some jobs require an employee to be exposed to disease and illness.

Physical Requirements

None

Education

Possession of a bachelor's degree in nursing, psychology, speech and language pathology, social work, physical therapy, occupational therapy, or foods and nutrition, gerontology, pharmacy, or other health-related field.

Experience

Health Care Surveyor 9

No specific type or amount is required.

Health Care Surveyor 10

One year of professional experience equivalent to a Health Care Surveyor 9.

Health Care Surveyor P11

Two years of professional experience equivalent to a Health Care Surveyor, including one year equivalent to a Health Care Surveyor 10.

Health Care Surveyor 12

Three years of professional experience equivalent to a Health Care Surveyor, including one year equivalent to a Health Care Surveyor P11.

Alternate Education and Experience

Health Care Surveyor 9

Possession of an associate's degree, Michigan license in good standing as a registered nurse, and two years of registered nurse experience in a nursing home, hospital, hospice, home health agency, or other health care facility.

Special Requirements, Licenses, and Certifications

Certification, licensure, or registration commensurate with survey/inspection type/task to be assigned (e.g., licensed registered nurse, registered dietitian, Qualified Intellectual Disability Professional, licensed speech pathologist, licensed psychologist, licensed physical therapist, licensed occupational therapist, licensed pharmacist, registered social worker, and certification of gerontology).

Some positions may require Qualified Intellectual Disability Professional status.

Some positions may require successful completion of the Surveyor Minimum Qualifications Test (SMQT) in accordance with the Centers for Medicare and Medicaid Services' standards and procedures.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code

HEALCRSRV

Job Code Description

HEALTH CARE SURVEYOR

Position Title

Health Care Surveyor-E

Health Care Surveyor-A

Position Code

HLTCRSVE

HLTCRSVA

Pay Schedule

W22-004

W22-046

JZ

01/21/2024