

## FACILITY SURVEY CONSULTANT II

This is professional consultative, administrative, and/or supervisory work in surveying and certifying that health care delivery services in the following settings comply with State licensure and/or federal Medicaid/Medicare requirements: general and specialty hospitals, abortion clinics, ambulatory surgical facilities, rehabilitation facilities, mental health facilities, home health agencies, nursing homes (both skilled nursing and intermediate care facilities), and homes for the aged and infirmed in combination facilities. An employee at this level serves as a team leader of a survey or as a laboratory consultant. These positions are located in the Survey and Consultation Branch of the Licensure and Certification Section, Division of Facility Services, Department of Human Resources.

### I. DIFFICULTY OF WORK:

Variety, Scope, and Intricacy - The team leader functions in a similar capacity as the Consultant I, and in addition coordinates the team on-site. Duties include: planning the monthly schedule with the other team leaders, reviewing old and current information and making staff assignments, making all accommodations and travel arrangements, contacting the facility when needed, presenting the team and purpose of survey to facility management, coordinating and assisting the team on-site, leading exit conference, and reviewing and communicating the final report. The team leader also investigate complaints and assists with cross training of staff.

The laboratory consultant also functions in a similar capacity as the consultant. However, this consultant performs almost all surveys alone and must have knowledge of procedural methodology in all clinical laboratory delivery services. The consultant may also be assigned to survey the x-ray department and spends a large amount of time consulting with laboratories.

Subject Matter Complexity - Employee must have a complete understanding of the professional field in which trained, and an in-depth understanding of the federal and State program standards and regulations. The team leader also must have some knowledge of business and management as related to health care delivery services.

Guidelines - These include State licensure regulations for health facilities and federal standards and regulations required for participation in the Medicare-Medicaid programs. Also available are previous surveyor records, reports, and organizational materials.

### II. RESPONSIBILITY:

Nature of Instructions - Monthly schedule for facility surveys and consultative visits are planned by the team leader with some input from the consultants. Daily work is self-planned and performed with considerable independence. With approval from supervisor, employee often plans, schedules, and conducts consultative visits to facilities.

Nature of Review - The laboratory consultant works independently with the final report reviewed by a team leader or the Regional Supervisor or Assistant Section Chief. The team leader receives supervision upon request, and the final reports are reviewed by the Regional Supervisor, Branch Head, and Assistant Section Chief.

Scope of Decisions - A large segment of the public and facilities are affected by the decisions of this employee as he determines whether health care facilities meet minimum required standards for State licensure and/or participation in the Medicare-Medicaid programs.

Consequence of Decisions - The employee's decisions could have a substantial impact as he is evaluating the facility's ability to deliver health care to the general public, and such decisions could result in a change of licensure status or level of certification for the facility.

III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts - Work contacts are with a wide variety of facility and service managers, physicians, and other professionals in health care facilities or services.

Nature and Purpose - Employees interpret and apply guidelines and regulations, explain findings, and guide and direct managers when consulted. They encourage facilities to seek compliance with the standards and regulations.

IV. OTHER WORK DEMANDS:

Work Conditions - Employee has some exposure to disagreeable elements, retarded patients, emotionally and physically sick patients (including some with infectious diseases), poor conditions in health facilities, some chemicals and electrical equipment, and extended travel.

Hazards - Not hazardous. Work involves a considerable amount of travel.

V. JOB REQUIREMENTS:

Knowledges, 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; general knowledge of the following as they relate: law, business, finance, physician services, nursing, pharmacy, dietary, construction standards, sanitation, diagnostic services, patient activity programs, social services, civil and patient rights, and proper utilization of facilities; skill in public relations techniques; 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 supervise and coordinate work of others if working as team leader.

Minimum Education and Experience - Team Leader - Bachelor's degree from an appropriately accredited institution and four years of combined experience in surveying health facilities and administration of a medical facilities program or in a related area in the health field; or master's degree in hospital administration, public health administration, or health facilities administration and two years of combined experience in surveying health facilities and administration of a medical facilities program, or in a related area in the health field; or an equivalent combination of education and experience.

Minimum Education and Experience - Laboratories - 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 of supervisory or comparable experience; or an equivalent combination of education and experience.

Minimum Education and Experience for a Trainee Appointment - Team Leader - Bachelor's degree from an appropriately accredited institution and two years of combined experience in surveying health facilities and administration of a medical facilities program or in a related area in the health field; or master's degree in hospital administration, public health administration, or health facilities administration from an appropriately accredited institution; or an equivalent combination of education and experience.

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OSP Rev. 12/11

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