

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE
HEALTH FACILITIES SURVEYOR

DEFINITION

Surveys, monitors, and evaluates health care/treatment facilities or providers to determine degree of compliance with departmental, state, and/or federal standards for a health facility or organization licensed by the state or certified by the government and documents all deficiencies noted; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Analyzes all facets of facility or provider care; determines whether certification or licensure is required and the degree of conformance with departmental, state and federal laws, rules, and regulations pertaining to certified and licensed health care/treatment facilities.

Reviews services to assure that consumer's needs are met in areas of personal health and hygiene, clothing, nutrition, activities of daily living, nursing, sanitation of personal care, equipment and supplies, proper use of protective devices, documentation of vital signs, implementation of physicians orders, staff work assignments, care plans, and nursing policies and procedures.

Reviews medical/treatment records to determine if adequate care is rendered and maintained.

Reviews all administrative bylaws, policies and procedures of the facility/provider to assure that they meet the needs of the facility/provider and consumer care.

Examines facility/provider staffing and consultant qualifications through documentation pertaining to such things as payroll, census, agreements, and records to determine that adequate number of qualified persons are employed.

Checks storage, handling, and administration of drugs and biologicals to verify compliance with state and/or federal requirements.

Evaluates the food service department to assure that proper nutritional needs of residents are met and proper sanitation conditions are maintained.

Observes laundry, housekeeping, and maintenance to assure that environmental conditions conform to departmental rules and regulations by checking rooms, storage, kitchen, bathroom, maintenance, and treatment areas.

Completes survey materials to substantiate findings; documents detailed facts related to deficiencies; submits written reports to inform supervisor of status of facility/provider where non-compliance is found.

Elicits information not otherwise available by interviewing staff consumers, relatives of consumers, and other appropriate individuals.

Documents facts from records, observations, and interviews during complaint investigations for written reports and necessary follow-ups on justified complaints; obtains supporting evidence of deficiencies (e.g., photos), photocopies of records and policies, and written notes from interviews.

Recommends certification/licensure, certification/licensure with correctable deficiencies, non-certification/licensure, fines/citations, ways to correct deficiencies, or referral to another agency; encourages correction of deficiencies or informs Centers for Medicare and Medicaid Services; cites violation and corresponding class and fine, completion date for plan of correction, and submits supportive documentation. Testifies in court cases or hearings to present evidence or verify information.

COMPETENCIES REQUIRED

Knowledge of healthcare standards and state and federal rules and regulations necessary for certification or licensure of a health care/treatment facility/provider operations.

Knowledge of modern nursing or pharmacy practices, health care administration or dietetics, equipment and techniques relative to consumer care.

Knowledge of the current literature, trends, and developments in the field of nursing, nutrition, pharmacy, and/or substance abuse as it relates to surveying and improving licensed health care facilities or programs.

Knowledge of interviewing skills and techniques in order to obtain pertinent information.

Knowledge of applicable state and federal regulations regarding laboratory certification, appraisal, and/or testing.

Ability to recognize deficiencies in all health care/treatment service and recommend corrective procedures.

Ability to exercise professional judgment in analyzing all matters related to licensed health care/treatment facilities.

Ability to be tactful and diplomatic in stressful situations.

Ability to interact with physicians, nurses, administrators, and other professionals to establish and maintain a professional working relationship with them.

Ability to write reports with proper detail, utilizing Principles of Documentation.

Demonstrates responsible behavior and attention to detail.

Displays high standards of ethical conduct. Refrains from dishonest behavior.

Works and communicates with all clients and customers providing professional service.

Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy and cooperates with supervisors.

Fosters and facilitates cooperation, pride, trust, and group identity and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

Completion of an educational program in professional Nursing and registration as a nurse or graduation from an accredited college or university with a Bachelor's degree with a concentration of study in a human services area (e.g., psychology, sociology, gerontology, anthropology, therapeutic recreation, rehabilitation, or a similar area related to provisions of services) and experience equal to three years of full-time professional work;

OR

completion of a Pharmacy degree, a Master's degree, or advanced degree above the Master's level in a human services area at an accredited college or university, and experience equal to one year of full-time professional work;

OR

graduation from an accredited college or university with a Bachelor's degree and three years work experience in health administration; in a clinical substance abuse program; or in a regulatory program which involves the surveying and evaluating of situations, conditions and operating procedures of health care/treatment facilities;

OR

certification as a rehabilitation counselor by the Commission on Rehabilitation Counselor Certification plus specialized training or experience equal to one year of full-time professional work in a nursing, treatment, or habilitation program for intellectually disabled clients;

OR

an equivalent combination of education and experience substituting one year of the above specified experience for one year of the required education;

OR

thirty semester hours of graduate course work in public, business or health administration, in the health field or social work, counseling, or rehabilitation from an accredited college or university may be substituted for each year of experience to a maximum substitution of two years.

NOTE

Applicants possessing licensure, certification, registration or degree should indicate such on the application form and may be required to provide proof at the time of interview.

Licensure or temporary licensure by the State of Iowa is required for designated positions in this class. Applicants who now possess a current valid license from another state need not have an Iowa license to apply, but will be required to obtain the appropriate Iowa license prior to beginning actual employment.

For purposes of qualifying for this job class, "professional experience" shall be indicated by having responsibility for assessment and diagnosis of client problems and needs, developing a plan of treatment, evaluating client progress toward meeting treatment goals, modifying treatment objectives, etc. Work at this level requires a prerequisite of post high school educational training or certification in the behavioral, social, health sciences, or health administration.

NECESSARY SPECIAL REQUIREMENT

Applicants for positions in the Department of Inspections and Appeals must undergo a background investigation which includes a criminal history check and a dependent adult and child abuse registry check.

Effective Date: 10/13 CH