

**DUTY STATEMENT**

Employee Name:	Position Number: 580-882-8011-003
Classification: Nurse Surveyor Supervisor I	Tenure/Time Base: Permanent/Full-time
Working Title: Nurse Surveyor Supervisor	Work Location: 15400 Sherman Way Van Nuys, CA 91406
Collective Bargaining Unit: S01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Health Care Quality/Field Operations South Division	Branch/Section/Unit: Southern California District/Los Angeles State District Office

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

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**Competencies**


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The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

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**Job Summary**


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The Nurse Surveyor Supervisor I (NSS I) provides the first level of supervision to Nurse Surveyors (NS) responsible for workload and operations monitoring, conducting training and quality review activities with Los Angeles County (LAC) Contract Monitoring. The NSS I reviews all tracking logs, deficiency report tools (DRT), surveys and correspondence prepared by NS's. The NSS I communicates with the LA County Health Facilities Inspection Division (HFID) management and staff on policy, procedures and regulatory interpretations for the health facilities and providers in LA County. The NSS I is responsible for working together with all Program personnel to assure quality work and performance, in order to achieve established goals and objectives and fulfill the mission of the CDPH.

The incumbent works under the NSM of the Los Angeles State District Office.

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**Special Requirements**

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- ☒ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel: Up to 35%
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☒ License/Certification: RN License
- ☐ Other:

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**Essential Functions (including percentage of time)**

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- 40% Collaborate with SEQIS manager and Los Angeles (LA) County Training manager in the development and implementation of the training and quality improvement activities to improve efficiency, consistency, and quality work product. Participates in the onsite monitoring of survey teams on a quarterly basis to evaluate adherence to the federal survey process, principles of investigation and deficiencies noted similar to Federal Oversight Support Surveys (FOSS) and Comparative Surveys. Reviews and evaluates monthly random audit and quality review of the investigation and documentation of surveys and investigations conducted by using the Deficiency Review Tool (DRT) to determine compliance with principles of investigation and documentation. Monitors and reviews Quality Improvement projects such as (1) Complaint Quality Assurance to review, analyze, and trend complaints completed by surveyors to verify if surveyors are following complaint policy and procedure, (2) Priority and Investigation Quality Assurance to review, analyze, and trend if correct priority was assigned to a complaint to investigate and trend how onsite visit vs. onsite visits were determined following L&C policy and procedure and other special projects as assigned. Monitors data results and provides reports on a quarterly basis regarding audit and quality review findings and makes recommendations for any training needs or quality improvement activities. Provides direction and oversight of training and quality improvement activities to ensure that relevant topics and subject matter are incorporated relevant to current survey and investigation workload and compliance with Centers for Medicare & Medicaid Services benchmarks and State Performance Standards System.
- 30% Provides direct supervision in the office setting by participating in the hiring, orienting, training evaluation, counseling and carrying out corrective action processes with participation of the Branch Chief. Establishes and monitors individual performance goals for the NS's. Ensures staff is kept current in all program areas of responsibilities and acts as a resource person to assigned staff. Reviews workload tracking log with the NS's to determine accurate status of workload performance for both federal and state mandated activities and communicate with the Branch Chief if assistance and guidance is necessary Identify and recommend best practices from other L&C District Offices for operational improvements and efficiency. Assist in development of workplans and performance metrics to evaluate performance and quality.
- 25% Participates in meetings and conference calls with supervisors, program managers, senior management for LA County Health Facilities Inspection Division (HFID) with L&C managers, Branch chief and senior management as necessary to discuss workload and priorities, survey

and investigations processes, specific provider issues and operational concerns. Also facilitate communications with CMS, HFID and L&C senior management. Establish and network with the professional and provider community through ongoing meetings, trainings and communications with other State agencies, provider associations, and consumer advocates.

### **Marginal Functions (including percentage of time)**

5% Other work related duties as required, including, but not limited to, collecting data required for special studies and responding to legislative and policy inquiries related to LA Contract monitoring. Some over-night travel required on a case-by-case basis.

☐ I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

☐ I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

### **HRD Use Only:**

Approved By:

Date: