DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services	POSITION NUMBER (Agency – Unit – Class – Serial)
UNIT NAME AND CITY LOCATED Health Care Services Quality Management Office	CLASSIFICATION TITLE Health Program Manager I
	WORKING TITLE

COI	WORK WEEK GROUP	CBID	TENURE	TIME BASE
Yes ☐ No ☐				

SCHEDULE (Telework may be available): _____ AM to _____ PM. (Approximate only for FLSA exempt classifications)	SPECIFIC LOCATION ASSIGNED TO
INCUMBENT (If known)	EFFECTIVE DATE

California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (CCHCS) are committed to transforming the correctional landscape to create safer, more professional, and more fulfilling environments for our employees, the incarcerated population, and those supervised in our communities. Through systemwide improvements grounded in proven and emerging practices, we aim to strengthen rehabilitation, enhance workplace satisfaction, and support successful reentry into the community through our institutions, parole, and community partnerships. Our shared mission is to promote safety, wellness, and human dignity while fostering positive change for all those who live and work within our institutions and communities.

CDCR and CCHCS are committed to building an inclusive respectful workplace. We are determined to attract and hire candidates from all communities and empower employees from a variety of backgrounds, perspectives, and personal experiences. We are proud to foster inclusion and drive collaborative efforts at all levels of the Department.

Across our organization, our programs work cooperatively to provide the highest level of health care possible to a diverse correctional population. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR and CCHCS mission.

PRIMARY DOMAIN:	

Under the general direction of the Health Program Manager (HPM) III, the HPM I supervises a small technical/professional unit of staff performing quality management and compliance duties. The HPM I supervises and oversees staff assigned to develop a well-functioning health care performance management system at an institution, including a network of quality improvement committees that oversee improvement activities, a performance measurement and evaluation system, an annual improvement plan that incorporates the highest-priority improvement initiatives, and application of quality improvement tools and techniques to achieve performance objectives. The HPM I is responsible for the initial local action plan, including the implementation of the Department's licensed health care beds and the ongoing coordination of activities regarding achieving and maintaining the licensing, certification, and accreditation of the institution. The HPM I ensures compliance with applicable quality-of-care standards, regulations, and public laws.

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. *(Use addition sheet if necessary)*

	ESSENTIAL FUNCTIONS
30%	In collaboration with other health care managers, supervises the development and implementation of an ongoing institution health care performance measurement system to aid in identifying priorities for health care quality and performance improvement; establishes performance goals, and assesses progress toward achieving those goals. Reviews medical care performance data from a variety of sources including the Health Care Services Dashboard, Institution Scorecard, local audits, and surveys and health care delivery system performance inspection reports. Reviews and makes recommendation based on data related to annual health care performance improvement goals and objectives and reviews institution data on a continual basis to report findings to institution and headquarters management. Validates data used in performance evaluation and monitors and addresses reliability including data entry, methodology and data analysis issues.
20%	Supervises staff performing analysis of the appropriate utilization of health services, costs, and compliance with the regulations of the licensed facility. Performs administrative and personnel management functions related to staff supervised. Establishes guidelines and performance expectations for staff which are clearly communicated through the formal employee evaluation system. Develops work improvement plans and recommends personnel actions as necessary. Provides advice and counsel to workers regarding work and administrative matters. Effects disciplinary measures as appropriate to the authority delegated in this area. Reviews and approves leave requests. Assures that subordinates are trained and fully comply with the provisions of the safety regulations. Evaluates staff performance and provides written evaluations.
15%	Ensures maintenance of licensure of the health care facility. Coordinates and monitors all applicable health care facility surveys as it pertains to reviewing regulatory requirements associated with the license to ensure compliance and quality incarcerated/patient care and access to care. Maintains survey schedules to ensure compliance with regulations, prepares the health care facility for inspection, and coordinates completion of necessary documents such as applications, self-assessment surveys, corrective action plans, and requests for waivers or program flexibility. Ensures that clinical staff at licensed facilities possesses the required licensure, credentialing, and privileges to provide services within the licensed health care facility. Conducts pre-audits and assists with Security Compliance Review, Environmental Survey, and Department of Health licensing surveys.
15%	Develops indicators to provide objective evidence of the effectiveness of quality procedures and controls. Consults with internal and external technical experts to develop meaningful and effective quality program objectives for the organization's complex operations. Monitors quality program implementation and indicators designed to prevent ineffective work practices and to verify adherence to quality plans and requirements. Assist in leading quality improvement committee meetings, helps members identify and analyze health care services delivery system problems and issues, determines program operational needs and requirements and takes effective action to address both clinical and custody concerns. Coordinates activities to prepare for Office of Inspector General and Prison Law Office audits.
10%	Investigates and analyzes adverse quality trends or conditions and initiates corrective action. Coordinates with managers and technical specialists from key programs to develop quality/compliance program plans to resolve serious matters. Provides in-depth analysis, best practice models, and creative quality program techniques. Compiles final reports of evaluation efforts. Plans initiatives for affecting remedial actions. Leads quality improvement teams that focus on health care issues and apply nationally accepted improvement techniques such as root cause analysis, process mapping and redesign, failure mode and effects analysis, and lean/Six Sigma processes. Trains staff in the use of existing improvement tools, such as patient registries, to improve patient medical care outcomes and quality of care. Assesses the institution's adherence to

	the Quality Management Program and Patient Safety Program requirements, identify areas of weakness, and recommend strategies to improve adherence.
5%	Ensures that health care facility administration and staff receive systematic and consistent training on applicable State, federal and voluntary standards, rules, regulations, and public laws governing the operation of health care facilities. Attends In-Service Training as needed.
5%	Performs other duties as required.

KNOWLEDGE AND ABILITIES

Knowledge of: Public health, mental health, and health care services programs and trends; problems and procedures involved in establishing community relationships and assessing community health program needs and resources; preparation and planning for coordinating programs with local and federal agencies, private agencies, and health care providers; principles and methods of public administration including organization, personnel, and fiscal management; methods of preparing reports; research and survey methods; methods and principles of medical care administration, disease and disability prevention, health promotion, and medical rehabilitation; procedures, planning, implementation, and monitoring of programs; design and plan for coordination of programs with federal and local agencies; and legislative processes. Principles and practices of employee supervision, development, and training; methods and techniques of effective leadership; federal, State and local health programs, policies, objectives, and constraints; and equal employment opportunity policies.

Ability to: Assist in development of public health and health care projects; apply health regulations, policies, and procedures; participate in monitoring and evaluating health programs and projects; gather, analyze and organize data related to health programs; analyze administrative problems and recommend effective action; speak and write effectively; act as a program liaison with staff in other programs at the federal, State, and local level; assist in planning, conducting, and evaluating of field projects; recommend and take actions on a variety of health programs, project activities, staffing, and budgetary processes; analyze proposed legislation, regulations, and health program standards; provide consultation and technical assistance to local agencies; and serve on task forces and committees as a program representative. Supervise staff; manage a health program or project; establish and maintain priorities; effectively utilize available resources; apply and recommend changes in health regulations, policies, and procedures; establish and maintain cooperative relations with a variety of governmental, educational, and provider entities; and effectively carry out equal employment opportunity policies.

SPECIAL REQUIREMENTS OR CONTINUING EDUCATION REQUIREMENT

- CCHCS does not recognize hostages for bargaining purposes. CCHCS and CDCR have a “NO HOSTAGE” policy and all incarcerated patients, visitors, nonemployees, and employees shall be made aware of this.

SPECIAL PERSONAL CHARACTERISTICS

- Influence change and strengthen the community. Set an example each day through positive and pro-social role modeling, utilizing dynamic security concepts.
- Willingness to play a significant role in the collaborative efforts toward rehabilitation and public safety enhancement.
- Ability to facilitate conversations as a coach and mentor, engaging in a respectful and understanding manner.
- Ability to build trust, improve communication, and assist with the transformation of correctional

	culture. • Empathetic understanding of patients of a State correctional facility; willingness to work in a State correctional facility; emotional stability; patience; tact; alertness; and keenness of observation. • Demonstrated leadership ability and objective understanding of the challenges of the California Department of Corrections and Rehabilitation.

SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***		
The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE