DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services	POSITION NUMBER (Agency – Unit – Class – Serial)				
UNIT NAME AND CITY LOCATED Quality Management - Medical Program - Institution	CLASSIFICATION TITLE Health Program Specialist I				
	WORKING TITLE				
	COI Yes ☐ No ☐	WORK WEEK GROUP	CBID	TENURE	TIME BASE
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 direction of the Health Program Manager III or designee in licensed facilities, the Health Program Specialist (HPS) I acts as a highly skilled technical and subject matter expert in discrete areas of the Incarcerated Medical Services Program (IMSP), such as policy and procedure (P&P) development, IMSP-related data applications, performance trends, and local activities to ensure Departmental compliance with all court orders, laws, rules, regulations, and P&Ps governing the medical program. In addition, the HPS I serves a leadership role within a unit of staff tasked with establishment of 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.

% 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
25%	Serves as the Medical Program Coordinator of a designated institution, applying extensive knowledge of the full scope of medical services and the Primary Care Model to promote improvements in access to care, quality of care, continuity of care, appropriate utilization of services, and cost effectiveness. Serves as an on-site expert on IMSP P&Ps and all court orders, laws, rules, standards, and guidelines relevant to the medical program. Serves as a liaison between California Correctional Health Care Services headquarters staff and institution staff in relation to medical program implementation issues. Facilitates communication between headquarters and the field, and provides technical consultation about the pragmatic application of IMSP P&Ps in the field. Provides ongoing technical assistance and training to custody and clinical staff on medical program and Primary Care Model components and IMSP requirements, participating in problem-solving sessions at a variety of levels to remove barriers to appropriate care.
25%	In collaboration with other health care managers, develops and implements an ongoing institution health care performance measurement system to aid management in identifying priorities for medical care quality and performance improvement, establishing performance goals, and assessing progress toward achieving those goals. Routinely reviews medical care performance data from sources such as the Health Care Services Dashboard, Institution Scorecard, local audits, and surveys and inspections to assess health care delivery system performance. Systematically collects data related to annual medical care performance improvement goals and objectives, and reviews, analyzes, evaluates, and summarizes institution data on a continual basis to report findings to institution and headquarters management. Designs detailed performance reports to promote individual staff member and care team behavioral changes to improve clinic performance levels. Develops data collection and audit tools, tracking systems, and reporting mechanisms in support of institution medical care improvement activities. Conducts periodic audits of comprehensive self-assessments using specified indicators and review tools. Designs performance measures to determine medical care baseline performance levels and evaluate the success of improvement initiatives and provides guidance to Quality Improvement Team members regarding effective data collection methods and techniques. Validates data used in performance evaluation; identifies and addresses data reliability problems, such as data entry errors that result in poor quality data. Provides support to institution staff in managing and maintaining medical program data applications, information transfers, and reports. Responds to institution-specific data requests.
25%	Supports the development of an Institution Performance Improvement Plan, updated annually. Recommends interventions to improve patient medical care outcomes, cost-effectiveness, and adherence to clinical guidelines, policies, or State and federal laws. Serves a leadership role in the implementation of individual medical care improvement initiatives, utilizing communication, teamwork, analytical, and organizational skills, with minimal direction; uses project management skills and tools to organize and coordinate the work of multiple team members to successfully complete a variety of initiative tasks within established timeframes. Performs the most complex completed staff work in support of medical care improvement projects, including working with subject matter experts to develop or modify Local Operating Procedures, guidelines, protocols, decision support tools (e.g., forms, checklists, pocket guides) and training programs. Researches best practices in the broader health care industry, at correctional health care organizations, at other institutions, and care settings within the institution and shares them with health care staff. Participates in quality improvement committee meetings, helping members identify and analyze health care services delivery system problems and issues, particularly as related to medical program implementation and program adherence, determines program operational needs and requirements, and takes effective action to address both clinical and custody considerations.

	Coordinates activities to prepare for inspections, audits, and surveys, particularly as they relate to the medical program.
20%	Serves as a local subject matter expert in statewide Quality Management Program and Patient Safety Program requirements relating to medical care, as well as quality improvement concepts and techniques. Facilitates quality improvement teams focusing on medical care, and guiding health care staff as they apply nationally accepted improvement techniques, such as root cause analysis, process mapping and redesign, failure mode and effects analysis, and lean/Six Sigma processes. Mentors 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 Quality Management Program and Patient Safety Program requirements, identifies areas of weakness, and recommends strategies to improve adherence.
5%	Performs other duties as required.
	KNOWLEDGE AND ABILITIES *Knowledge of:* Public health, medical 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 coordinated 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. *Ability to:* Assist in the development of public health and health care projects; apply health regulations, P&Ps; 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 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. **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 PHYSICAL CHARACTERISTICS** Incumbents must possess and maintain sufficient strength, agility, and endurance to perform during physically, mentally, and emotionally stressful and emergency situations encountered on the job without endangering their own health and well-being or that of their fellow employees, the incarcerated, or the public. **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.

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