

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 5603100

Health Care Surveyor 1 (Nursing), Grade 18	5603100
Health Care Surveyor 2 (Nursing), Grade 20	5603200
Health Care Surveyor 3 (Nursing), Grade 22	5603300
Health Care Surveyor 4 (Nursing), Grade 25	5603400

Brief Description of Class Series

Health Care Surveyors are registered professional nurses who are responsible for the surveillance and regulation of health care providers to ensure that care provided meets standards of practice and complies with State and federal statutes and regulations.

These positions are classified at the Department of Health (DOH) and Office of the Medicaid Inspector General (OMIG).

Distinguishing Characteristics

Health Care Surveyor 1 (Nursing): full performance level; possesses a license as a registered professional nurse in New York State; performs surveillance and regulation activities under the close supervision of a higher-level registered nurse.

Health Care Surveyor 2 (Nursing): advanced performance level; performs all the duties of Health Care Surveyor 1 (Nursing) with a higher level of independence and may supervise and train lower-level staff, including Health Care Surveyors 1 (Nursing).

Health Care Surveyor 3 (Nursing): first supervisory level; provides supervision and training to lower-level staff, including Health Care Surveyors 1 and 2 (Nursing).

Health Care Surveyor 4 (Nursing): second supervisory level; administratively supervises multiple health care surveillance teams led by Health Care Surveyors 3 (Nursing).

Illustrative Duties

Health Care Surveyor 1 (Nursing)

Responsible for the surveillance and regulation of health care providers to ensure that care provided meets standards of practice and complies with State and federal statutes and regulations. Positions may be involved in activities such as investigation of complaints and incidents concerning facilities or individuals; routine surveillance activities; prior approval determination and claims review for Medicaid recipients; and review of quality assurance and discharge planning efforts by licensed medical facilities.

- Reviews facility/agency information prior to site visits.
- Participates in pre-survey and survey exit conferences with facility representatives.
- Reviews medical and other records to evaluate quality and appropriateness of care, reviews facility policies and procedures to ensure they are consistent with federal and state mandates.
- Observes and evaluates individuals and assesses any deviation between the individual care standards and the actual care provided.
- Identifies and cites inadequate individual care and other code violations; drafts reports of findings and/or statements of deficiencies for submission to a supervisor.
- Assists in review of overall facility compliance.
- Participates in the review of corrective actions to address review findings.
- Assists in the investigation of incidents or complaints about health and adult services providers including: receiving and reviewing incoming complaints and assisting in triaging to determine specific approaches needed to investigate complaint; and participating in onsite investigations within required timeframe, including interviewing individuals, complainants, administrators, staff as needed.

In the event of a health care emergency (e.g., a strike or disaster), positions may be assigned to monitor individual care.

Health Care Surveyor 2 (Nursing)

Performs all the duties of Health Care Surveyor 1 (Nursing) with a higher level of independence and may supervise and train lower-level staff, including Health Care Surveyors 1 (Nursing). Positions may be involved in activities such as serving as a member of a survey or investigative team; investigating patient complaints and other

complaints concerning facilities, individuals, and health care professionals, including conducting interviews of individuals, family members, and health care professionals; making prior approval determinations and claims review for Medicaid recipients; reviewing medical records for Medicaid audit and quality assurance purposes; reviewing quality assurance and discharge planning efforts; investigating possible physician or physician assistant misconduct; and monitoring disciplined physicians' and physician assistants' compliance with Board of Professional Medical Conduct orders.

- Participates in and may oversee activities related to the initial, periodic and follow up surveillance of health facilities and adult care services for compliance with all applicable laws, regulations and standards of care.
- Clarifies agency policies, rules, and regulations for health care and adult service providers for proper compliance.
- Prepares reports of findings, analysis, and statements of deficiencies and follows internal approval process to release report.
- Conducts follow up visits as necessary to ensure correction of deficiencies.
- Makes recommendations regarding enforcement activities.

In the event of a health care emergency (e.g., a strike or disaster), positions may be assigned to monitor individual care.

Health Care Surveyor 3 (Nursing)

Supervises and trains lower-level staff, including Health Care Surveyors 1 and 2 (Nursing).

Participates in a wide range of activities which might include conducting or participating in investigations or on-site surveys of health care settings to determine their level of compliance with federal and state rules and regulations; monitoring program grants; participating in general assessment, planning, development, and implementation of health care programs; evaluating the appropriateness of medical services for reimbursement purposes; conducting audits of Medicaid providers and investigating Medicaid fraud and abuse of providers and beneficiaries; serving as a nursing services expert; testifying as an expert witness in litigation proceedings; interpreting policies, rules, and regulations; and representing the Department at meetings and public forums.

May serve as part of a survey team and may be responsible for the facilitation of team operations. When assigned to the role of Team Leader or Coordinator, performs activities such as:

- Prepares the survey activities (off site prep) for the rest of the team, prior to the onsite entrance of the survey team at the facility. This includes researching

historical information about the facility, such as past survey trends, complaint allegations, facility reported incidents, and assigns responsibilities for each of the survey team members.

- During the survey, brings the entire team back together to discuss any high-level concerns.
- Organizes and reviews the citations (alleged areas of non-compliance) once the survey is completed.
- Leads the entrance and exit conferences with the facility.

Health Care Surveyor 4 (Nursing)

Supervises multiple health care surveillance teams led by Health Care Surveyors 3 (Nursing).

Plans and implements survey scheduling; provides direction/guidance to survey teams regarding the survey process; oversees and performs quality assurance/improvement activities; reviews Statements of Deficiencies and Plans of Correction to ensure the documents are prepared in accordance with state and federal performance standards; identifies staff training needs; and interprets and provides clarification on federal and state regulations and statutes to inquiring health care providers. Positions may function as the Assistant Program Director.

Minimum Qualifications

Health Care Surveyor 1 (Nursing)

Open Competitive: possession of a license and current registration as a registered professional nurse in New York State.

Health Care Surveyor 2 (Nursing)

Open Competitive: possession of a license and current registration as a registered professional nurse in New York State; and two years of post-licensure, specialized professional administrative or professional clinical experience.

Substitution: a bachelor's degree in nursing may substitute for one year of post-licensure clinical nursing experience; and a master's degree in nursing may substitute for two years of post-licensure clinical nursing experience.

Health Care Surveyor 3 (Nursing)

Open Competitive: possession of a license and current registration as a registered professional nurse in New York State; and three years of post-licensure, specialized professional administrative or professional clinical experience.

Substitution: a bachelor's degree in nursing may substitute for one year of post-licensure clinical nursing experience; and a master's degree in nursing may substitute for two years of post-licensure clinical nursing experience.

Health Care Surveyor 4 (Nursing)

Open Competitive: possession of a license and current registration as a registered professional nurse in New York State; a bachelor's degree in nursing; and four years of post-licensure, specialized professional administrative or professional clinical experience. One year of the experience must have been at a supervisory level.

Note: Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualifications for appointment or examination.

Date: 5/2023

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