

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

Classification Standard

**Occ. Code 6464100**

<b>Health Systems Specialist 1, Grade 18</b>	<b>6464100</b>
<b>Health Systems Specialist 2, Grade 20</b>	<b>6464210</b>
<b>Health Systems Specialist 3, Grade 23</b>	<b>6464300</b>
<b>Health Systems Specialist 4, Grade 25</b>	<b>6464400</b>

Brief Description Of Class Series

Positions in this title series develop, implement, and monitor health regulatory and surveillance programs to ensure that healthcare services and facilities meet professional standards of practice, appropriateness, and quality, and comply with laws, rules, and regulations. Incumbents observe and evaluate patient and resident care; investigate and make recommendations regarding facility licensure and/or certification; apply enforcement actions and monitor corrective action plans; and develop, implement, and evaluate health policies and procedures.

Positions are classified in regulatory and surveillance programs at the Department of Health (DOH), in both central and regional office settings.

Distinguishing Characteristics

*Health Systems Specialist 1:* full performance level; reporting to a higher-level Health Systems Specialist or other supervisory title, performs program surveillance, medical or program review, and/or regulatory functions independently, or as a member of a multidisciplinary survey team.

*Health Systems Specialist 2 (Various Parenthetics):* full performance level for licensed clinicians only; performs the functions of Health Systems Specialists 1, and monitors and evaluates licensed clinical services, such as physical therapy, nutrition, and social work. Positions also function as clinical specialists for their assigned program area. There is no generic title at this level.

*Health Systems Specialist 3:* first supervisory level; reporting to a Health Systems Specialist 4, or higher-level supervisory or managerial title, supervises one or more multidisciplinary teams made up of lower-level Health Systems Specialists and other health program surveillance and/or regulatory staff.

*Health Systems Specialist 4:* second supervisory level; reporting to an Area Office Director or other managerial title, supervises multiple teams engaged in survey functions, and directly supervises the largest and most involved surveys of facilities and healthcare services.

### Illustrative Tasks

#### *Health Systems Specialist 1*

Conducts on-site surveys by observing and evaluating individuals' care against established standards; interviews staff and reviews records; and investigates incidents and complaints.

Evaluates records, bills, and other documents for compliance with laws, rules, and regulations; identifies fraud; conducts reviews and program audits to evaluate the medical necessity of services.

Makes recommendations regarding licensure and/or certification of healthcare facilities, and recommends corrective measures, sanctions, and enforcement actions.

Drafts and reviews statements of deficiency, corrective action plans, investigative reports, survey reports, and other documents for higher-level review.

Gathers program data required for provider and/or facility licensing decisions, through both on-site observation and review of written documents.

Trains facility staff on applicable laws, rules, and regulations; and clarifies survey and licensing protocols.

Reviews facility emergency plans for adequacy and compliance with established standards, and advises and responds to inquiries.

Evaluates facility and healthcare provider licensing applications; makes recommendations about licensing decisions to higher-level staff.

May supervise lower-level support staff.

#### *Health Systems Specialist 2 (Parenthetics Only)*

Performs the duties of a Health Systems Specialist 1, but with a focus on licensed clinical services identified by the position's parenthetic. Positions also function as clinical specialists in their assigned program area.

#### *Health Systems Specialist 3*

Performs the duties of a Health Systems Specialist 1.

Supervises one or more survey teams made up of Health Systems Specialists 1 and 2 and other staff, that conduct surveillance and/or regulatory functions in an assigned geographic region.

- Performs the full scope of supervisory functions.
- Reviews preliminary data, coordinates survey preparation activities, and determines staff work assignments and priorities.
- Collects survey data from lower-level staff, and analyzes the data to determine patterns of non-compliance for facilities and providers.
- Finalizes and presents written recommendations on licensure and/or certification, surveillance findings, corrective measures, and enforcement actions to decision making staff.
- Performs follow-up quality assurance visits to selected facilities and healthcare providers.
- Coordinates facility enforcement activities for violations resulting from surveys, medical reviews, audits, and/or investigations; ensures plans are appropriately implemented by subordinate staff; and ensures that program policies and procedures are implemented uniformly through review of staff work.
- Identifies, develops, and presents training to various groups.
- Communicates verbally and in writing with government officials, healthcare providers and administrators, and other groups regarding survey and/or regulatory findings.
- May administer programs that train, license, and/or certify providers, including home health and nursing aides, funeral directors, and nursing home administrators.
- Positions classified in central office settings perform the following duties:
- Reviews survey, compliance, investigation, and regulatory reports and corrective action plans to ensure that deficiencies are documented, and plans meet State and federal requirements.
- Develops and monitors regional schedules, and monitors processes and outcomes to ensure that surveys and complaint investigations are completed efficiently.

- Monitors and evaluates regional survey data to ensure uniform application of laws, rules, and regulations across the State.
- Analyzes regional and/or statewide program data to identify non-compliance patterns, and to make program, policy, and/or training recommendations to improve the quality of healthcare services.
- Conducts review of regional cases, and recommends movement of cases to enforcement proceedings.

Serves as a liaison between regional office programs, or between regional and Central Office programs.

May manage various regional office programs, such as a hospital complaint investigation program in a small office, or the Emergency Medical Services (EMS) program for a geographic region.

May act as an assistant director for a small regional surveillance program.

#### *Health Systems Specialist 4*

Performs the duties of lower-level Health Systems Specialists.

Supervises multiple survey teams consisting of lower-level Health Systems Specialists and other staff that conduct surveillance and/or regulatory functions in an assigned geographic region; may supervise teams in multiple geographic regions.

Makes decisions and/or issues recommendations in surveillance, regulatory, or policy areas where guidelines or policies do not exist, or are unclear.

Directs enforcement actions resulting from on-site surveys, investigations, and/or program reviews.

May coordinate emergency response efforts stemming from unexpected events, including health facility closures.

#### Minimum Qualifications

##### *Health Systems Specialist 1*

Open Competitive: bachelor's degree and two years of professional administrative or professional clinical experience in one or more of the following areas:

- Program administrative experience in a healthcare facility regulated by a government agency.

- Responsibility for regulatory compliance and/or quality assurance activities in a healthcare delivery system.
- Participating in the development or implementation of state or federal regulations that govern the provision of healthcare.
- Clinical supervision of staff that provide health related services in a facility regulated by a government agency.
- Evaluating the quality of care provided to individuals to ensure that professional standards of practice are met, and services comply with government regulations.

Substitution: master's degree in healthcare administration, hospital administration, or healthcare finance may substitute for one year of the experience.

*Health Systems Specialist 2 (Parenthetics Only)*

Refer to the parenthetics attachment below for minimum qualifications.

*Health Systems Specialist 3*

Promotion: one year of permanent competitive service as a Health Systems Specialist 1, Grade 18, or Health Systems Specialist 2, Grade 20.

*Health Systems Specialist 4*

Promotion: one year of permanent competitive service as a Health Systems Specialist 3, Grade 23.

For all levels, candidates may be required to pass the federal Surveyor Minimum Qualifications Test after appointment.

**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 of the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

Date: 12/2020

AJR

## Parenthetical Attachment

*Health Systems Specialist 1 (Emergency Medical Care)*: positions are classified for the Bureau of Emergency Medical Services (EMS) in central and regional office settings, and perform regulatory functions related to the administration of statewide EMS programs, including the inspection of ambulance services, complaint investigation, and review of emergency services training curriculum. Positions also review public function, mass gathering, and emergency medical technician applications, audit EMS courses, and assist with disaster preparedness functions.

*Health Systems Specialist 1 (Funeral Directing)*: positions are classified for the Bureau of Funeral Directing, and perform regulatory functions related to the business and practice of funeral directing, such as review of funeral director applications, inspection and registration of funeral firms, complaint investigation, and continuing education and training for licensed funeral directors.

*Health Systems Specialist 2 (Nutrition)*: positions perform review and evaluation of nutrition services programs at assigned facilities and/or healthcare providers, to ensure compliance with laws, rules, regulations, and clinical practice guidelines.

*Health Systems Specialist 2 (Physical Therapy)*: positions perform review and evaluation of physical therapy programs at assigned facilities and/or healthcare providers, to ensure compliance with laws, rules, regulations, and clinical practice guidelines.

*Health Systems Specialist 2 (Social Work)*: positions perform review and evaluation of social work programs at assigned facilities and/or healthcare providers, to ensure compliance with laws, rules, regulations, and clinical practice guidelines.

*Health Systems Specialist 3 (Emergency Medical Care)*: positions oversee regional Bureau of EMS offices, or a major program component of the Bureau of EMS at Central Office, and supervise multiple Health Systems Specialist 1 (Emergency Medical Care), and other program staff.

## Minimum Qualifications

### *Health Systems Specialist 1 (Emergency Medical Care)*

Open Competitive: New York State DOH Emergency Medical Technician-Basic (EMT-B), or Advanced EMT – Intermediate (AEMT-I) certification; and four years of administrative experience in an EMS program. Administrative experience includes work as a professional EMS planner; county or regional emergency medical administrator/coordinator, administrator or officer position with an ambulance squad, or EMS educator or trainer.

Substitution: EMS experience in an ambulance service, or advanced life support-first response service, may be credited on a month-for-month basis for up to two years of the required experience. College study may be substituted for up to 2 years of the required experience at the rate of 30 credit hours for 1 year of experience.

*Health Systems Specialist 1 (Funeral Directing)*

Open Competitive: bachelor's degree; possession of New York State license and current registration as a funeral director; and two years of administrative experience in a health or human services organization.

*Health Systems Specialist 2 (Social Work)*

Open Competitive: possession of New York State license and current registration as a licensed master social worker (LMSW), or licensed clinical social worker; and two years of post-LMSW license experience providing clinical services in a licensed healthcare facility or program, or utilizing clinical knowledge in the review and oversight of clinical services for quality assurance or reimbursement purposes.

*Health Systems Specialist 2 (Nutrition)*

Open Competitive: current registration with the Commission on Dietetic Registration and two years of experience in one or more of the following areas: providing clinical services in a licensed healthcare facility or program, or utilizing clinical knowledge in the review or oversight of clinical services for reimbursement or quality assurance purposes.

*Health Systems Specialist 2 (Physical Therapy)*

Open Competitive: possession of New York State license and current registration as a physical therapist, and two years of experience in the following areas: providing clinical services in a licensed healthcare facility or program, or utilizing clinical knowledge in the review or oversight of clinical services for reimbursement or quality assurance purposes.

*Health Systems Specialist 3 (Emergency Medical Care)*

Promotion: one year of permanent competitive service as a Health Systems Specialist 1 (Emergency Medical Care).