

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

Classification Standard

Occ. Code 6698110

Quality of Care Facility Review Specialist 1 (Nursing), Grade 18 6698110
Quality of Care Facility Review Specialist 2 (Nursing), Grade 23 6698120

Brief Description of Class Series

Quality of Care Facility Review Specialists (Nursing) are registered professional nurses who review medical components of cases and use clinical expertise to assess medically complex cases to render clinical determinations on the appropriateness of care received; provide recommendations and program expertise to public, private and not-for-profit statewide programs, and programs outside of New York State delivering services to vulnerable adults and children. The positions conduct systemic medical program reviews which identify risks to the health, safety, and welfare of vulnerable individuals and children receiving services in the state and out-of-state by agencies under the jurisdiction of the New York State Justice Center for the Protection of People with Special Needs.

These positions are classified only at the New York State Justice Center for the Protection of People with Special Needs.

Distinguishing Characteristics

The levels of the title series are differentiated from one another by scope of assigned duties, independence of operation, and supervision of staff.

Quality of Care Facility Review Specialist 1 (Nursing): full performance level; possesses a license as a registered professional nurse in New York State; reviews medical components of cases and uses clinical expertise to assess medically complex cases to render clinical determinations on the appropriateness of care received; provides recommendations and program expertise to public, private and not-for-profit statewide programs, and programs outside of New York State delivering services to vulnerable adults and children. The positions may supervise clerical/administrative staff.

Quality of Care Facility Review Specialist 2 (Nursing): supervisory level; provides supervision and training to lower-level staff, including Quality of Care Facility Review Specialist 1 (Nursing). When assigned to an Investigations Regional Office, independently reviews and investigates cases that include complex medical components as they relate to allegations of abuse, neglect, and death; functions as a

subject matter expert and provides guidance and training to investigations staff, including Internal Investigators 1 and 2 (Justice Center).

Related Classes

Quality of Care Facility Review Specialists 1-4 review, monitor, evaluate, and provide technical assistance and program expertise to public, private and not-for-profit statewide programs, and programs outside of New York State delivering services to vulnerable adults and children. The positions conduct systemic program reviews which identify risks to the health, safety, and welfare of vulnerable individuals and children receiving services in the state and out-of-state by agencies under the jurisdiction of the New York State Justice Center for the Protection of People with Special Needs.

Illustrative Duties

Quality of Care Facility Review Specialist 1 (Nursing)

When assigned to the Mortality Review Unit (MRU):

Reviews, processes, and investigates cases received from health care providers, clients, families, advocates, and other agencies or groups regarding individuals served by the mental hygiene services and children and family services delivery systems.

Attends Medical Review Board meetings and follows through with further investigations or recommendations to the Board.

Conducts on-site investigations into allegations of the abuse/maltreatment of children and adults in operated/licensed facilities.

Provides independent inspection and monitoring of facilities, community residences, and programs.

Investigates deaths occurring in the mental hygiene system to ascertain the appropriateness of medical and psychiatric care using clinical expertise and assessment; performs initial triage for medically complicated deaths to support early identification of neglect; provides Quality of Care Facility Review Specialists 1 with consults on select medical questions affecting cases.

Conducts training and outreach activities for health care providers, volunteers, advocates, family members, and other interested parties regarding Justice Center activities, functions, and programs.

Supports field investigations with medical and nursing interviews for sexual assault and death involved abuse/neglect field investigations.

Acts as a member of the Mortality Case Coordination Team and Sexual Abuse Response Team providing case consults and trainings.

When assigned to the Surrogate Decision-Making Committee (SDMC):

Uses clinical experience and assessment skills to review requests for consent to determine that they meet eligibility and scope outlined by Mental Health Law, Surrogate's Court Procedure Act, and NYS Regulations.

- Evaluates major medical, and particular attention to end-of-life care requests, to ensure all legal and ethical standards are met.
- Reviews and evaluates personal health information and other clinical documentation supporting health care consent requests.
- Evaluates medications and medical conditions that require monitoring and clearance prior to procedures.
- Engages with doctors, nurses, psychiatrists, and other medical personnel on the SDMC process and provides them guidance on completing the needed assessments, medical history, and documented risks and benefits for the consents being sought.
- Coaches provider staff in patient advocacy, providing testimony, and evaluation of patient's emotional and social reaction to proposed treatment.

Acts as liaison between the Justice Center and providers related to case processing, including responding to higher level or sensitive case-related questions from stakeholders.

Uses clinical assessment skills to identify any potential delay in care, neglect or abuse and if so, makes a report the Vulnerable Persons Central Register.

Quality of Care Facility Review Specialist 2 (Nursing)

May perform all of the duties and responsibilities of a Quality of Care Facility Review Specialist 1 (Nursing).

When assigned to the MRU:

Supervises staff involved in reviewing, processing, and investigating cases received from health care providers, clients, families, advocates, and other agencies or groups regarding individuals served by the mental hygiene services delivery system; as well as staff involved in monitoring mental hygiene facility programs and contract offices to ensure activities are conducted efficiently, effectively, and in accordance with

established policies, procedures, and contracts thus ensuring that clients are provided quality care.

Provides training and expertise on health care questions and topics related to MRU requests to unit staff.

Performs the full range of supervisory responsibilities.

When assigned to the SDMC:

Supervises staff involved in reviewing requests for consent to determine that they meet eligibility and scope outlined by Mental Health Law, Surrogate's Court Procedure Act, and NYS Regulations.

Creates, updates, and maintains SDMC policies related to the roles and functions of the nursing staff and their duties and expectations related to case processing.

Works with other functions on the unit to ensure consistency and workflow efficiency.

Creates and provides outreach and training materials to be provided using various modalities for providers who would need to access SDMC services.

Provides training in collaboration with unit staff to contractors and volunteers to enhance their skills and abilities for their respective SDMC roles, as it relates to medical or nursing related issues.

Provides training and expertise on health care questions and topics related to SDMC requests to unit staff.

Performs the full range of supervisory responsibilities.

When assigned to Investigations Regional Offices:

Responsible for the review and investigation of cases that include complex medical components and provides informal supervision and/or guidance to other investigations staff involved in the review and processing of such medically complex cases as it relates to allegations of abuse, neglect, and deaths.

Assists in the investigation of criminal offenses that include complex medical components.

Conducts interviews, reviews and collects records, and gathers/prepares relevant investigation materials.

Writes narrative reports to communicate the results of any review/investigation and makes recommendations regarding the most complex medical related abuse and neglect cases in the regional investigations office(s).

Minimum Qualifications

Quality of Care Facility Review Specialist 1 (Nursing)

Non-competitive: possession of a license and current registration as a registered professional nurse in New York State, and two years of post-licensure clinical nursing experience* working in any of the following, or combination of the following: a New York State Office of Mental Health, Office for People With Developmental Disabilities, Department of Corrections and Community Supervision, Office of Children and Family Services, Department of Health, State Education Department or Office of Addiction Services and Supports licensed or supervised facility covered under the jurisdiction of the NYS Justice Center for the Protection of People with Special Needs; investigating complaints and allegations of abuse and neglect of persons receiving care from a facility or provider covered under the jurisdiction of the NYS Justice Center for the Protection of People with Special Needs; a medical facility; a child protective services organization; or as a professional advocate or service provider in the field of rehabilitation, developmental disabilities, or mental health.

Quality of Care Facility Review Specialist 2 (Nursing)

Non-competitive: possession of a license and current registration as a registered professional nurse in New York State and one year of service as a Quality of Care Facility Review Specialist 1 (Nursing); OR possession of a license and current registration as a registered professional nurse in New York State and three years of post-licensure clinical nursing experience* working in any of the following, or combination of the following: a New York State Office of Mental Health, Office for People With Developmental Disabilities, Department of Corrections and Community Supervision, Office of Children and Family Services, Department of Health, State Education Department or Office of Addiction Services and Supports licensed or supervised facility covered under the jurisdiction of the NYS Justice Center for the Protection of People with Special Needs; investigating complaints and allegations of abuse and neglect of persons receiving care from a facility or provider covered under the jurisdiction of the NYS Justice Center for the Protection of People with Special Needs; a medical facility; a child protective services organization; or as a professional advocate or service provider in the field of rehabilitation, developmental disabilities, or mental health.

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

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.

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