



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

HEALTHCARE SURVEYORS

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
Healthcare Surveyor-B	E2111B	55	60
Healthcare Surveyor-O	E2111O	60	65
Healthcare Surveyor-A	E2111A	65	70

**In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

Occupation Description

Promote worksite or product safety by applying knowledge of industrial processes, mechanics, chemistry, psychology and industrial health and safety laws. Includes industrial product safety engineers.

Nature of Work

Healthcare Surveyors prevent harm to people and property by applying their knowledge of systems engineering and mechanical, chemical, and human performance principles. Using this specialized knowledge, they identify and measure potential hazards, such as the risk of fires or the dangers involved in handling toxic chemicals. They recommend appropriate loss prevention measures according to their probability of harm and potential damage. Healthcare Surveyors develop procedures and designs to reduce the risk of illness, injury, or damage. They must be able to anticipate, recognize, and evaluate hazardous conditions, as well as develop hazard control methods.

Distinguishing Characteristics of Levels

Note: Examples of Work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

Basic

- Employees in this Role assess quality of patient care while conducting home visits.
- Employees assist in evaluating contractual insurance services; conduct interviews with facility staff, clients, and family members; maintain a log of all complaints; observe treatment and patient activities; prepare defensible reports documenting surveys and investigation findings; prepare reports to record problems; review policies/procedures and food and dietetic services.

Recommended Education and Experience for Full Performance

Associates Degree in from an accredited college or university in Nursing, Architecture, Social Work, Sociology, Psychology or Rehabilitation, Criminal Justice and four (4) years directly related experience in community based healthcare services and case management.

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Minimum Qualifications

High School diploma or GED and two (2) years directly related experience in community based healthcare services and case management.

Operational

- Employees in this Role conduct investigations to determine and substantiate nature of complaints regarding quality of care and quality of life.
- Employees ensure compliance and protect the rights of residents, patients and clients; conduct interviews with facility staff, clients, family, and ombudsman; evaluate loss control programs; gather data on state owned structures and investigate complaint allegations through interviews, gathering evidence, and direct observation; investigate complaints of abuse, neglect or exploitation of residents/patients/clients; obtain background information on facilities; and perform analysis of insurable losses to determine causes and unfavorable trends.

Recommended Education and Experience for Full Performance*

Bachelor's Degree from an accredited college or university in Nursing, Architecture, Social Work, Sociology, Psychology or Rehabilitation, Criminal Justice and two (2) years directly related experience in community based healthcare services and case management.

Minimum Qualifications

Associates Degree in from an accredited college or university in Nursing, Architecture, Social Work, Sociology, Psychology, Rehabilitation and/or Criminal Justice and two (2) years directly related experience in community based healthcare services and case management. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling four (4) years may substitute for the required education and experience.

Advanced

- Employees in this Role interpret regulatory requirements and maintain graphs, charts, and summaries of loss information.
- Employees participate as an expert witness in hearings; provide instruction and guidance to facility administration; provide medical expertise and consultation to nonmedical survey team members; provide guidance on completing a Plan of Correction; review and analyze survey data; review facility lab monitoring, patient and pharmacist records, and medication room; review services provided in areas of nursing, surgery, anesthesia, emergency room, radiology, nuclear medicine, laboratory, respiratory therapy, rehabilitation physical therapy and speech therapy; review all documentation, quality assurance, program, and staff files.

Recommended Education and Experience for Full Performance*

Bachelor's degree from an accredited college or university in Nursing, Architecture, Social Work, Sociology, Psychology or Rehabilitation, Criminal Justice and three (3) years directly related experience in community based healthcare services and case management.

Minimum Qualifications

Bachelor's degree from an accredited college or university in Nursing, Architecture, Social Work, Sociology, Psychology, Rehabilitation and /or Criminal Justice and two (2) years directly related experience in community based healthcare services and case management. Any combination of

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education from an accredited college or university in a related field and/or direct experience in this occupation totaling six (6) years may substitute for the required education and experience.

Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O*NET. O*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

Knowledge

Psychology — Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.

Therapy and Counseling — Knowledge of principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions, and for career counseling and guidance.

Sociology and Anthropology — Knowledge of group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures and their history and origins.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Medicine and Dentistry — Knowledge of the information and techniques needed to diagnose and treat human injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Law and Government — Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.

Philosophy and Theology — Knowledge of different philosophical systems and religions. This includes their basic principles, values, ethics, ways of thinking, customs, practices, and their impact on human culture.

Skills

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Speaking — Talking to others to convey information effectively.

Service Orientation — Actively looking for ways to help people.

Reading Comprehension — Understanding written sentences and paragraphs in work related

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documents.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Statutory Requirements: This is a non-licensed occupation.

Conditions of Employment: Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Default FLSA Status: Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

Bargaining Unit: This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

Established: 07/07/2001

Revised: 9/20/2011

**Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation.*

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.