

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

407



FROM: Human Resources Dept.

**SUBMITTAL DATE:
November 7, 2006**

SUBJECT: Classification study recommendation for the Riverside County Regional Medical Center (RCRMC) and Human Resources (HR) as outlined in Resolution No. 440-8699 submitted herewith.

RECOMMENDED MOTION: That the Board of Supervisors amend Ordinance 440 pursuant to Resolution 440-8699.

BACKGROUND: The following recommendation is the result of an exception study request from RCRMC to establish a two-classification class series titled Healthcare Administrative Surveyor and Healthcare Administrative Surveyor Manager, which would form an RCRMC Regulatory Compliance Team. Incumbents in this series would conduct daily operational and administrative audits of the medical center, making on-the-spot corrections to ensure an excellent patient environment and continuous compliance with federal, state and local regulations and standards.

Human Resources also recommends a 5.6% parity adjustment for the single-position classification of Employee Health Medical Director.

Ronald W. Komers
Asst. County Executive Officer/Human Resources Dir.

FINANCIAL DATA	Current F.Y. Total Cost:	\$326,772	In Current Year Budget:	yes
	Current F.Y. Net County Cost:	\$15,988	Budget Adjustment:	n/a
	Annual Net County Cost:	\$27,408	For Fiscal Year:	2006-07

SOURCE OF FUNDS: Internal Services Fund and RCRMC Enterprise Fund	Positions To Be Deleted Per A-30	<input type="checkbox"/>
	Requires 4/5 Vote	<input type="checkbox"/>

C.E.O. RECOMMENDATION: **APPROVE**

County Executive Office Signature

- Consent
- Policy
- Consent
- Policy

Dep't Recomm.:
Per Exec. Ofc.:

NOV 12 11:58 AM
RECEIVED HUMAN RESOURCES

Prev. Agn. Ref.: | **District:** | **Agenda Number:** 3 . 14

CLASSIFICATION ADDITIONS: RCRMC

Healthcare Administrative Surveyor Series: An RCRMC Classification Exception Study was conducted to evaluate the establishment of a two-level classification series of Healthcare Administrative Surveyor Manager and Healthcare Administrative Surveyor to inspect RCRMC compliance to patient care, operational systems, procedures and licensure regulations and healthcare standards.

The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), the Centers of Medicare/Medicaid Services (CMS) and the Department of Health Services (DHS), as well as California Code of Regulations (CCR) Title XXII, all require that RCRMC comply with myriad regulations and standards affecting patient care and safety. JCAHO, CMS and DHS are also authorized to make unannounced surveys or audits, which involve observing hospital operations to ensure high quality patient care and safety. RCRMC is committed to being proactive and in a state of constant readiness by establishing an RCRMC Regulatory Compliance Team tasked with daily monitoring of hospital operations.

It is recommended that there initially be three incumbents in the Healthcare Administrative Surveyor class with one incumbent Healthcare Administrative Surveyor Manager class. The manager will report directly to the RCRMC Chief Operating Officer, and all Surveyors have the authority to order immediate implementation of survey findings directly to RCRMC Department Managers.

Healthcare Administrative Surveyor: It is recommended to add this journey level class to the Class & Salary Listing at salary plan/grade MCO 601 L12 (\$76,440.00 - \$102,288.37). This salary is approximately 3.3% lower than the average for the RCRMC Department Managers (\$105,680), and as such, preserves internal parity in consideration of the Surveyors' organizational authority and prominence. Human Resources and RCRMC support the recommendation to add this class. It is requested to add three positions in this class to form the RCRMC Regulatory Compliance Team. The class specification is attached.

Healthcare Administrative Surveyor Manager: It is recommended to add this management level class to the Class and Salary Listing at Salary plan/grade MCO 613 L12 (\$78,898.56 - \$105,588.91): This is approximately 3.2% higher than the Surveyor class and approximately equal to the average RCRMC Department Manager salary. Human Resources and RCRMC support the recommendation to add this class. It is requested to add one position in this class to supervise and manage the RCRMC Regulatory Compliance Team. The class specification is attached.

PARITY ADJUSTMENT: Human Resources

Employee Health Medical Director: It is recommended to grant this class a 5.6% parity adjustment from salary plan/grade MCO 709 L12 (\$123,786.00 - \$165,868.77) to salary plan/grade MCO 712 L12 (\$130,553.07 - \$174,919.68). This classification is equivalent in minimum qualifications, knowledge, skills and abilities with equivalent scope of responsibility and consequence of error to the County's Chief of Medical Specialty class used at RCRMC. This classification also requires the incumbent to possess a current valid Physician's and Surgeon's Certificate issued by the State of California without restrictions, a Drug Enforcement Agency license to prescribe pharmaceuticals, including narcotics, and Board Certification by the American Board of Occupational Health. These demanding requirements are more stringent than the Chief of Medical Specialty classification.

The Employee Health Medical Director serves as Director of the County's Occupational Health and Exclusive Care programs, and is charged with bringing the program up to the level of quality consistent with the finest programs and the high standards of the Human Resources Department. The incumbent reports to the Assistant Chief Executive Officer/Human Resources Director. There is one incumbent in this class.

IMPLEMENTATION:

The total projected cost, including benefits, of adding the three Healthcare Administrative Surveyor positions and one Healthcare Administrative Surveyor Manager position is approximately \$560,180 of which \$27,408 is General Fund Net County Cost.

The total projected cost, including benefits, to implement the Employee Health Medical Director parity adjustment recommendation will be \$12,029 (no cost to the General Fund).

None of the recommended increases will cause salary compaction that requires any additional actions outside this proposal. Department Heads concur with these recommendations, will absorb this cost in their current budget and indicate they have sufficient funds for implementation.

RESOLUTION NO. 440-8699

BE IT RESOLVED by the Board of Supervisors of the County of Riverside, State of California, in regular session assembled on November 21, 2006, that pursuant to Section 4.C. of Ordinance No. 440, the Assistant County Executive Officer/Human Resources Director is authorized to amend the Class and Salary Listing of Ordinance No. 440, operative the beginning of the pay period following approval, as follows:

<u>Job Code</u>	<u>+/-</u>	<u>Class Title</u>	<u>Salary Plan/Grade</u>
76402	+	Healthcare Administrative Surveyor	MCO 601
76401	+	Healthcare Administrative Surveyor Manager	MCO 613

BE IT FURTHER RESOLVED that pursuant to Section 5.A. of Ordinance No. 440, the Assistant County Executive Officer/Human Resources Director is authorized to make the following listed change(s), operative on the date of approval, as follows:

<u>Job Code</u>	<u>+/-</u>	<u>Department ID</u>	<u>Class Title</u>
76402	+ 3	4300100000	Healthcare Administrative Surveyor
76401	+ 1	4300100000	Healthcare Administrative Surveyor Manager

BE IT FURTHER RESOLVED that pursuant to Section 8.C. of Ordinance No. 440, the Assistant County Executive Officer/Human Resources Director is authorized to amend the Class and Salary Listing of Ordinance No. 440, operative at the beginning of the pay period following the date of approval, as follows:

<u>Job Code</u>	<u>Class Title</u>	<u>From Salary Plan/Grade</u>	<u>To Salary Plan/Grade</u>
74251	Employee Health Medical Director	MCO 709	MCO 712



HEALTHCARE ADMINISTRATIVE SURVEYOR

Class Code: 76402

COUNTY OF RIVERSIDE
Established Date: Nov 3, 2006
Revision Date: Nov 3, 2006

SALARY RANGE

\$36.75 - \$49.18
Hourly

\$6,370.00 - \$8,524.03
Monthly

\$76,440.00 - \$102,288.37
Annually

CLASS CONCEPT:

Under the direction of the Administrative Surveyor Manager, to plan and conduct surveys of the Riverside County Regional Medical Center (RCRMC) patient care and safety-related operational systems, procedures and licensures. These surveys are conducted, and their resulting recommendations are implemented, to ensure compliance with hospital accreditation standards and regulatory requirements of the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Centers of Medicare/Medicaid Services (CMS), the Department of Health Services (DHS) and California Code of Regulations (CCR) Title XXII.

Incumbents report to the Administrative Surveyor Manager and have responsibility to assist in the development and implementation of administrative survey policies and procedures; to act for the Administrative Surveyor Manager during absences or as directed; to direct RCRMC Department management and staff to correct or improve operations and procedures in keeping with survey observations and survey reports; and to do other work as required.

REPRESENTATION UNIT: Management

EXAMPLES OF ESSENTIAL DUTIES:

(Depending on the area of assignment, duties may include, but are not limited to, the following)

- Performs regulatory surveys for Life Safety codes, facilities, nursing units, pharmacy ancillary units and all other hospital departments for compliance with JCAHO, DHS and CMS standards and requirements; conducts mock surveys and presents documentation of findings of these surveys for review by senior management and department managers for remedial action; acting as a "watchdog" for compliance, detects and identifies issues that might lead to compromising of patient and employee safety.
- Consults and assists with RCRMC departments on implementation of new or revised regulatory standards mandated by JCAHO, DHS and CMS, and department-specific regulatory agencies such as Board of Pharmacy and the Office of Statewide Healthcare Planning and Development (OSHDP); provides JCAHO briefings, survey guides and other educational material to all hospital staff to ensure survey readiness; prepares, implements and guides staff in compliance with 'Sentinel Event' alerts and all other notifications of a critical nature; coordinates compliance for hospital-wide licensure; e.g., State licensing, tissue bank licensing.
- Prepares written responses to JCAHO, CMS or DHS accreditation survey findings and implements remediation; prepares other correspondence and reports as required.
- Attends meetings for RCRMC Hospital Operations and Senior Management meetings in order to have a global understanding of operational issues and strategic planning; may represent RCRMC at off-site

meetings and conferences as needed.

- Consults with JCAHO chapter committees for updates on compliance relative to the nature of their responsibility and is a liaison to RCRMC Management; works closely with the Quality Management/ Performance Improvement unit to meet hospital performance improvement projects, core measures and patient safety.
- Monitors and assesses patient flow issues by daily rounds to assess patient care needs, attends daily bed huddles to discuss staffing and possible resolutions to patient flow issues; attends the Patient Flow Committee, Patient Safety Counsel, Utilization Review Committee, Environment of Care Committee and Performance Improvement Committee.
- Performs special studies as assigned by the Chief Operating Officer and Chief Executive Officer; assumes responsibility for assigned special projects and provides periodic reports on status to senior management.
- Maintains continuing education as it pertains to National Patient Safety Initiatives; maintains familiarity with CCR Title 22 and its requirements; a Nurse Surveyor must also be familiar with all Nursing practices and guidelines in that industry.

RECRUITING GUIDELINES:

Education: Graduation from an accredited college with a Bachelor's degree preferably with major course work in business administration or public administration or healthcare administration or public health nursing.

Experience: Three years of experience in conducting patient safety and Regulatory Agency surveys in a hospital or health care agency; at least one year of the qualifying experience must have been in a supervisory capacity.

Knowledge of: Title 22 requirements; JCAHO standards and other State and federal requirements on accreditation and healthcare; National Patient Safety Goals; policies and regulations affecting hospital administration; the functions of medical care facilities; the maintenance of records. The JCAHO Nursing Surveyor must also know professional nursing guidelines and practices in the industry.

Ability to: Plan, organize, coordinate and evaluate the work of assigned hospital departments and staff; analyze organizational and administrative problems and implement sound solutions; comprehend, interpret and apply laws, rules, regulations and procedures affecting the operation and administration of the hospital; establish and maintain effective relationships with a variety of agencies, organizations and individuals; prepare comprehensive and clear oral and written reports.

PRE-EMPLOYMENT:

All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug/alcohol test, and a criminal background investigation, which involves fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment).



HEALTHCARE ADMINISTRATIVE SURVEYOR MANAGER

Class Code: 76401

COUNTY OF RIVERSIDE
Established Date: Nov 17, 2006
Revision Date: Nov 17, 2006

SALARY RANGE

\$37.93 - \$50.76
Hourly

\$6,574.88 - \$8,799.08
Monthly

\$78,898.56 - \$105,588.91
Annually

CLASS CONCEPT:

Under the general direction, to manage, coordinate, plan and direct the operations and activities of the Riverside County Regional Medical Center (RCRMC) Healthcare Administrative Survey Team. The incumbent of this single-position class reports to the Chief Operations Officer and Hospital Administrator and has responsibility for managing and reviewing all activities related to hospital accreditation, patient safety and environment of care reviews and surveys; to plan and oversee surveys of the RCRMC patient care and safety-related operational systems, procedures and licensures. These surveys are conducted, and their resulting recommendations are implemented, to ensure compliance with hospital accreditation standards and regulatory requirements of the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Centers of Medicare/Medicaid Services (CMS), the Department of Health Services (DHS) and California Code of Regulations (CCR) Title XXII.

The incumbent has overall responsibility to develop and implement administrative survey policies and procedures; to direct RCRMC Department management and staff to correct or improve operations and procedures in keeping with survey observations and survey reports; and to do other work as required.

REPRESENTATION UNIT: Management

EXAMPLES OF ESSENTIAL DUTIES:

(Depending on the area of assignment, duties may include, but are not limited to, the following)

- Oversees and monitors RCRMC's compliance program to ensure compliance with JCAHO, DHS and CMS standards and requirements; prepares the annual Survey Team's budget and monitors expenditures; reports on a regular basis to the RCRMC Chief Operating Office on the progress of the hospital's JCAHO survey readiness.
- Evaluates the performance of departments related to compliance with JCAHO standards and other regulations required by governmental agencies, including DHS and CMS; develops and revises hospital-wide polices for compliance with new accreditation standards; develops policies and programs to encourage all levels of departmental staff to report any suspected non-compliance with standards related to quality of patient care/patient safety.
- Coordinates the Readiness Assessment Team; this team consists of a Nurse Practitioner, Physician Assistant, Registered Nurse and Respiratory Therapist.
- Performs regulatory surveys for Life Safety codes, facilities, nursing units, pharmacy ancillary units and all other hospital departments for compliance with JCAHO, DHS and CMS standards and requirements; conducts mock surveys and presents documentation of survey findings for review by senior management and department managers for remedial action; acting as a "watchdog" for compliance, detects and identifies issues that might lead to compromising of patient and employee safety.
- Consults and assists with RCRMC departments on implementation of new or revised regulatory

standards mandated by JCAHO, DHS and CMS, and department-specific regulatory agencies such as Board of Pharmacy and the Office of Statewide Healthcare Planning and Development (OSHDP); provides JCAHO briefings, survey guides and other educational material to all hospital staff to ensure survey readiness; prepares, implements and guides staff in compliance with 'Sentinel Event' alerts and all other notifications of a critical nature; coordinates compliance for hospital-wide licensure; e.g., State licensing, tissue bank licensing.

- Prepares written responses to JCAHO, CMS or DHS accreditation survey findings and implements remediation; prepares other correspondence and reports as required.
- Attends meetings for RCRMC Hospital Operations and Senior Management meetings in order to have a global understanding of operational issues and strategic planning; may represent RCRMC at off-site meetings and conferences as needed.
- Consults with JCAHO chapter committees for updates on compliance relative to the nature of their responsibility and is a liaison to RCRMC Management; works closely with the Quality Management/ Performance Improvement unit to meet hospital performance improvement projects, core measures and patient safety.
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- Maintains continuing education as it pertains to National Patient Safety Initiatives; maintains familiarity with CCR Title 22 and its requirements; a Nurse Surveyor must also be familiar with all Nursing practices and guidelines in that industry.

RECRUITING GUIDELINES:

Education: Graduation from an accredited college with a Bachelor's degree preferably with major course work in business administration or public administration or healthcare administration or public health nursing. A Master's degree with related major course work in business administration or public administration or healthcare administration or public health nursing is preferred.

Experience: Four years of experience in conducting patient safety and Regulatory Agency surveys in a hospital or health care agency; at least one year of the qualifying experience must have been in a supervisory capacity.

Knowledge of: Title 22 requirements; JCAHO standards and other State and federal requirements on accreditation and healthcare; National Patient Safety Goals; policies and regulations affecting hospital administration; the functions of medical care facilities; the maintenance of records. The JCAHO Nursing Surveyor must also know professional nursing guidelines and practices in the industry.

Ability to: Plan, organize, coordinate and evaluate the work of assigned hospital departments and staff; analyze organizational and administrative problems and implement sound solutions; comprehend, interpret and apply laws, rules, regulations and procedures affecting the operation and administration of the hospital; establish and maintain effective relationships with a variety of agencies, organizations and individuals; prepare comprehensive and clear oral and written reports.

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