

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 5/04)

Classification Title Staff Services Analyst (Part-time, 20 hours per week)	Board/Bureau/Division Medical Board of California
Working Title Consumer Services Analyst	Office/Unit/Section / Geographic Location Enforcement/CCU/Quality of Care – Sacramento
Position Number 629-170-5157-031	Effective Date

Under the supervision of the Central Complaint Unit (CCU) Quality of Care Manager, SSM I, the Staff Services Analyst is responsible for the analysis of complaints related to the quality of care provided to patients. The incumbent analyzes complaints and inquiries received from the general public, medical insurance carriers, other physicians, hospitals, the County Coroner or law enforcement agencies, which pertain to the practice of medicine by licensed physicians to identify possible violations of the Business and Professions Code.

A. Specific Assignments [Essential (E) / Marginal (M) Functions]

70% Complaint Analysis (E)

Performs analysis of complaints and inquiries received by the general public, medical insurance carriers, other physicians, hospitals or the County Coroner, law enforcement agencies and etc., pertaining to the practice of medicine by licensed and or unlicensed physicians to identify possible violations of the Business and Professions Code. Reads, interprets and applies laws, rules, regulations, Business and Professions Code, Health and Safety Code, Civil Code, Penal Code and Administrative Procedures Act to analyze complaints. **(45%)**

Identifies and gathers information and documents from the complainant and patient records necessary to substantiate a violation. Reviews the information obtained to determine whether to secure a medical expert's review, recommend a field investigation or close without further review and makes a recommendation to the manager on the disposition of the complaint. **(15%)**

Reviews prior investigations and/or complaints to determine whether the allegations indicate a pattern warranting more aggressive action. Contacts field investigative staff to obtain any new information on complaints relating to a licensee currently under investigation. **(10%)**

15% Complaint Administration (E)

Prepares correspondence to complainant relaying status and final disposition. Maintains tracking system of consumer complaints for use by management of consumer complaints. If the disposition is appealed by the complainants, prepares detailed correspondence for the Staff Services Manager I, Staff Services Manager II, Chief of Enforcement or the Executive Director to address complainant's concern(s). **(10%)**

Initiates warning letters (or cease and desist letters) to physicians, noting specific laws, when violations are identified which warrant the issuance of a citation. Recommends referral to the MBC Citation and Fine Program. Transmits the complaint to field investigation, if warranted. **(5%)**

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ENFORCEMENT/CCU – SACRAMENTO

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10% Public Information (E)

Acts as “Analyst of the Day” to provide consumers and licenses information and advice to the general public regarding the Board’s complaint process including time frames for complaint processing, conducting investigations, finalizing dispositions of complaints through the administrative process and issues with the Board’s jurisdiction. **(5%)**

Prepares correspondence to consumers and/or licensees to provide information or respond to questions regarding the complaint process or general Board policies. **(5%)**

5% General Analytical Tasks (M)

Performs analytical tasks relating to the overall mission of the Board and the Enforcement Program such as developing procedure manuals, policies and other management tools.

Recommends changes in policies and procedures related to the activities for the CCU. **(5%)**

B. Supervision Received

The incumbent works under the supervision of the Staff Services Manager I, Central Complaint Unit – Quality of Care Section.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has daily direct contact MBC management and staff. The incumbent will have frequent, direct contact with complainants and the subject physician and/or their attorney regarding the progression of their case. The incumbent will have occasional contact with medical insurance carriers, physicians, hospitals, the County Coroner or law enforcement agencies. The incumbent will have daily contact with Enforcement Management regarding case status and frequent contact with MBC Investigators and Medical Consultants.

F. Actions and Consequences

Failure to perform duties adequately may result in the delay or improper processing of consumer complaints and investigations putting California Healthcare Consumers at risk and the MBC not carrying out its mission to protect the public.

G. Functional Requirements

No specific physical requirements are required. The incumbent works 20 hours per week in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. Sitting and standing requirements are consistent with office work.

H. Other Information

Incumbent is expected to exercise a high level of independence and discretion and must possess good communication skills, use good judgment in decision-making, manage time and resources effectively, and be able to work efficiently and cooperatively with others and be able to work under changing priorities and deadlines.

The analyst routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

Title 11, section 703D California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

Employee Signature

Date

Printed Name

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature

Date

Printed Name