

Department of Consumer Affairs

Position Duty Statement

HR-041 (New 5/04)

Classification Title	Board/Bureau/Division
Staff Services Manager I	Medical Board of California
Working Title	Office/Unit/Section / Geographic Location
Central Complaint Unit Manager	Enf/CCU – Case Management Section-- Sacramento
Position Number	Effective Date
629-170-4800-002	

Under the general direction of the Staff Services II, the incumbent is responsible for supervising and directing the work of analytical and technical staff of the Case Management Section within the Enforcement Headquarters. The unit is responsible for managing the pool of consultants/experts responsible for reviewing quality of care complaints, special projects and data collection related to complaint intake. This unit performs the initiation and file preparation on all new complaints filed against physicians and surgeons.

A. SPECIFIC ACTIVITIES [Essential (E) / Marginal (M) Functions]

30% Consultants/Experts (E)

- Directs and supervises the staff responsible for reviewing complaint files, which have been referred to a consultant/expert for review, to ensure the appropriate materials have been obtained; provides direction on the most appropriate medical specialist to review the issue(s) raised in the complaint or determine whether the issues raised in the complaint should be closed in the Central Complaint Unit (CCU) without further review by a consultant/expert. **(10%)**
- Works with the lead consultant/expert to develop and perform a quality control assessment of the consultant's/expert's recommendations in order to determine whether the consultant/expert should continue reviewing complaints for the Board. **(5%)**
- Provides guidance, direction, feedback and training to the consultants/experts to ensure their recommendations are appropriate and consistent with the standard of practice of medicine. **(5%)**
- Reviews the composition of the consultant/expert pool to ensure adequate coverage exists in each of the practice specialties in order to review complaints timely; develops recruitment strategies to target the practice specialties needed; represents the Board at medical association meetings to recruit consultants/experts to review complaints. **(5%)**
- Directs and supervises staff responsible for reviewing applications and curriculum vitae received from physicians interested in working for the Central Complaint Unit as a consultant/expert; determines whether applicants meet the qualifications; ensures a background investigation has been performed prior to approving or denying the application; notifies the applicant of their background results and provides training material. **(5%)**

25% Complaint Intake/Workload Distribution (E)

- Directs and supervises the activities of the Management Services Technicians (MSTs) responsible for reviewing all incoming complaints in order to initiate new complaints on the Enforcement Tracking System in the Breeze database and distributing complaint workload; monitors progress of complaints to ensure timely and accurate initiation and processing. **(20%)**
- Determines whether sufficient information is available to create a complaint record and requests additional information if needed; reviews correspondence and determines if referral is appropriate and necessary. **(5%)**

20% Staffing/Procedures/Special Projects (E)

- Directs and/or conducts analytical and workload studies, to identify staffing problems, needs and deficiencies and recommends changes to statutes, regulations and Board policies and procedures which impact the Central Complaint Unit; directs staff responsible for performing analytical or process improvement studies designed to improve or enhance the work of the Enforcement Program and the Central Complaint Unit. **(10%)**
- Makes recommendations to the Staff Services Manager II regarding issues identified in studies. **(5%)**
- Develops procedures, polices and program alternatives as a result of issues identified and implements policy decisions of the Board. **(5%)**

15% Data Collection/Data Quality (E)

- Directs and supervises an associate analyst responsible for creating and generating all monthly data reports from the Breeze database including the reports required by Department of Consumer Affairs to monitor the efficiency of the Board's Enforcement Program and the effectiveness of the Enforcement Initiative; develops statistical reports and/or performs research for management, staff, Department of Consumer Affairs, Legislature, etc. **(10%)**
- Oversees the operation of the Breeze complaint, investigation, discipline and probation case automated tracking system; recommends, approves and implements modifications and/or enhancements to the Breeze system and all automated reports pertaining to Enforcement data and system use; interfaces with the Enforcement User's Group and the DCA Office of Information Services to resolve issues related to the Enforcement Program's use of the automated system. **(5%)**

10% Medical Malpractice Complaints (E)

- Directs and supervises the activities of the Management Services Technicians (MSTs) responsible for performing the initial review on all medical malpractice reports filed with the Board; monitors the progress of cases to ensure timely and accurate initiation and processing. **(5%)**
- Reviews malpractice cases to determine an appropriate course of action (e.g., referral for further investigation; triage review by a consultant/expert or closing the case without further review or investigation) and provides direction on what information will be needed for a consultant/expert review. **(5%)**

B. Supervision Received

The incumbent works under direction of the Staff Services Manager II.

C. Supervision Exercised

The incumbent supervises and directs the staff of the Central Complaint Unit, responsible for handling complaint initiation and reviewing all medical malpractice cases reported to the board. The incumbent is also responsible for the recruitment, hiring and retention of independent consultants/experts required to review complaints related to care and treatment.

D. Administrative Responsibility

The incumbent is responsible for managing the staff and fiscal resources of the unit. The incumbent effectively uses staff and resources to carry out the Boards objectives.

E. Personal Contacts

The incumbent has direct daily contact with co-workers (which include but is not limited to headquarters staff and management and district office staff. The incumbent has direct occasional contact with physician subjects and the public. In addition the incumbent has direct and frequent contact with the consultants/experts, Office of the Attorney General, District Attorney's Office and other local, state and federal agencies regarding cases which can be of a complex and sensitive nature.

F. Actions and Consequences

Should the incumbent not satisfactorily perform the duties outlined above, the Board will not fulfill its mission of protecting California healthcare consumers and other mandates and controls governing a regulatory Board.

G. Functional Requirements

No specific physical requirements: the incumbent works 40 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. The incumbent may travel occasionally to attend Board and Committee meetings held in various locations throughout California. The incumbent shall travel by whichever method, commercial carrier or auto, is in the best interest of the State. Travel may be for one or several consecutive days.

H. Other Information

Incumbent is expected to participate in conducting interviews. Incumbent must: possess good communication skills, use good judgment in decision-making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, and be responsive to management.

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

Rev: (TK) 12/29/2014

Approved: (JM) 12/29/2014