



HEALTH SERVICES MONITOR

JOB CODE: 27300	PAY GRADE: 18	PAY RANGE: \$51,559 - \$82,495
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GENERAL DESCRIPTION

Under the general direction of the Assistant Director of Nursing, the main focus of this position is project management, compliance, technical assistance, and monitoring of healthcare services through various continuous quality improvement and cost containment programs. The member in this position provides technical assistance, consultation, and interpretation of standards and program policy to healthcare staff, detention staff, vendors, and to the Sheriff's management team. Work involves monitoring the health services program to ensure that policies, procedures and practice of the medical facility are in strict compliance with applicable federal, state and county laws, rules and regulations, as well as established rules, policies and orders of the Sheriff's Office and the guidelines established by correctional healthcare accrediting authorities. Work entails independent judgment and actions utilizing knowledge of health services within the correctional healthcare environment. Work is reviewed through observation and results obtained.

SUPERVISES OTHERS: No

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Monitors the delivery of health services by reviewing medical records, unusual incident reports, statistical data, health care audits, and other available records to assure timeliness of care and compliance with community, regulatory and accreditation standards to mitigate risk; report discrepancies to staff and make recommendations for improvement.
- Manages and/or contributes to multiple major projects under the discipline of defined business processes; plans and coordinates requirements, tasks, work assignments, resources and critical milestones, focusing on priority tasks; plans and recommends new systems to improve operations.
- Performs project management for implementation and ongoing SME support of the agency's electronic medical record/electronic medication administration record system; develops data models that describe processes and methodologies; creates UAT testing scenarios, assignments and performance reports; performs root cause analysis to identify problems and propose solutions; creates templates, forms, and reports for the end user.
- Develops Request for Proposal (RFP), Project Charter, Scope of Work and other documents of critical content that are used to further agency agenda with vendor agencies.

Pinellas County Sheriff's Office

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- Analyzes and implements procedures for efficient departmental operations; coordinates and reviews work product for efficiency, accuracy and consistency; identifies problem areas and recommends corrective action.
- Assists in the development, implementation, monitoring, and annual review of health care policies and procedures, clinical guidelines, nursing assessment protocols, infirmary protocols, and infection control protocols in accordance with accreditation and community standards of care, to ensure operational efficiency and effective administration.
- Interprets applicable regulatory standards and guides improvement activities for compliance.
- Provides consultation and technical assistance relative to correctional healthcare policy and practice to other detention/corrections facilities when requested.
- Observes practices, reviews documents, and conducts audits and inspections; promotes compliance with health and safety related regulations and standards in accordance with established agency policies, FMJS, ACA, NCCHC, OSHA and PREA.
- Develops, maintains, and monitors contracts with healthcare staffing agencies, hospitals, specialty service providers, medical supply and equipment vendors; confers with management as indicated and maintain contacts with vendors to negotiate services and rates that optimize cost efficiencies.
- Assists in the development, auditing and final write-up of disaster drills, man-down drills and related educational events.
- Participates in Sheriff's Office recruitment and community relations activities as directed.

Regular and reliable attendance is required as an essential function of the position.

This position may be considered essential and, in the event of an emergency or natural disaster, may be required to work.

This list is not intended to be all-inclusive and you may not be responsible for every item listed. The employer reserves the right to assign additional functions and responsibilities as necessary.

QUALIFICATIONS

- Graduation from an accredited college or university with a Bachelor's degree in public administration, business administration, or other health-related field AND
- Two (2) years' experience in a correctional environment
- Or equivalent combination of education and experience
- Certified Correctional Health Professional (CCHP) and Licensed Healthcare Risk Manager (LHRM)
- Must possess a valid Florida driver's license



KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of healthcare and corrections laws, rules and accreditation standards
- Knowledge of healthcare services techniques, practices, and procedures
- Ability to research, investigate and prepare reports using the Electronic Health Record, Jail Management Software, the Internet and various Microsoft Office applications such as Excel and Publisher
- Ability to compile, organize and analyze data, create reports, documents and presentations and make recommendations based upon findings
- Ability to design, develop and format spreadsheets
- Detail orientated and critical thinking skills
- Ability to communicate effectively, both orally and in writing
- Self-motivated with the ability to multi-task and problem solve
- Ability to interact effectively and courteously with all, and to establish and maintain effective working relationships with members other agencies and the public
- Ability to keep and maintain current licenses/certifications and continuing education requirements necessary for the assignment
- Ability to perform all functions of the job classification without posing a direct threat to the health or safety of other individuals in the workplace

PHYSICAL ABILITIES

The physical abilities listed below are estimates of time spent during a typical work day to perform essential functions and responsibilities. Members in this position may be required to:

- Sit up to 7 hours per day
- Stand up to 1 hour per day
- Walk up to 2 hours per day
- Occasionally lift up to 25 lbs.
- Frequently reach or twist
- Occasionally bend, squat, or kneel