



State Hiring Process

Overview

The Idaho Division of Human Resources (DHR) has responsibility to oversee the state's hiring process. This process, known as the *merit system*, was established by the Idaho Legislature and provides a way for applicants to be recruited, retained, and promoted into classified state jobs on the basis of merit and job performance. There are a number of steps that must be followed, each of which are listed below.

Step 1 – The Job Announcement

Once a state agency decides it's going to fill an open position, it places a job announcement on the DHR website – www.dhr.idaho.gov. This announcement tells the applicant everything they need to know about the job – hiring agency, job location, salary, job duties, minimum qualifications, and how to apply.

Step 2 – The Application

Upon reading the job announcement, if an applicant is interested in applying for the job they can do so online at the same website – www.dhr.idaho.gov. In fact, the job announcement will have a link bringing the applicant directly into the online application system. Once there, the applicant will be able to fill out an online application, as well as take an examination for the specific position.

Step 3 – The Examination

The examination for an open position is simply a way to confirm and measure an applicant's qualifications for the position. It is also used to rank applicants by their level of qualification. Upon completing the application process the exam will then be graded and a score assigned. Depending on the type of exam this may take two to three weeks.

Step 4 – The Register

Each applicant who completes the online application process and passes the exam for the open position will be placed on the register for that position. The register is simply a pool of all

qualified candidates who applied for the position. Names on a register are typically valid anywhere from 90 days to a year, depending on the position.

Step 5 – The Hiring List

From the register, a hiring list will be created. A hiring list sorts the applicants by exam score in descending order, so those applicants who scored the highest will appear at the top. This is also where veterans' preference points are added to qualifying veterans' scores. State law requires that anyone hired into a classified state job must come from the top 25 names on a hiring list, or anyone with a score tied for 25th place.

Step 6 – The Interview

Once a hiring list has been created, the agency with the open position will begin the interview process. Anyone whose name appears among the top 25 names on a hiring list may be considered for an interview, but it is not required that everyone who appears in the top 25 be interviewed. In most cases the hiring agency is free to decide who among the top 25 they wish to interview.

Step 7 – The Job Offer

Upon completing the interview process, the hiring agency will extend an offer of employment to the applicant they feel best meets the needs of the position and the agency. Once the applicant accepts the job offer the hiring process is complete.

Interview question for Long Term Care Health Facility Surveyor

NAME: _____

DATE: _____

1. Why did you apply for this position?
2. What do you believe is the role of a surveyor in a LTC facility?
3. What value or benefit do you see yourself as bringing to the survey agency (experience, qualifications)?
4. After explaining the travel requirements of the job, ask for feedback regarding ability to travel (in/out weeks +), lifting restrictions, ability to drive/ride in a car, to fly, etc.
5. Flexibility is key to the role in the role of the surveyor re when you may have to go into the facility (early morning, middle of the night, 10% off hours), a change in schedules, where you eat or stay, etc. On a flexibility scale, how would you rate/see yourself with these issues?
6. What do you believe will be your biggest challenge in moving from being a provider to a regulator?

Interview question for Long Term Care Health Facility Surveyor

7. Interviewer explains the learning/training process including SMQT. What would be your approach to this kind of training process?

8. Potential conflicts of interest include: if you or your family have ownership of, work for or have a family member living in a LTC facility or if you have worked for any facility in the last two years. Are you aware of any conflicts of interest you may have?

9. How comfortable are you with technology, such as word, excel, tablets, EMR?

10. In preparing for this interview, was there a question you thought we would ask and we did not? If so, what was the question and your answer?

3. From your work experiences, describe a time when you were provided with information (verbal or written) that did not make sense in terms of your professional training and experience. How did you reconcile those differences into a cohesive version of what actually happened?

4. Describe a time when you needed information quickly, but there was a delay. What actions did you take to help resolve the situation and get the needed information? How would your response change if a person in a position to help you became angry with you?

5. You enter a facility and discover a resident has an in-house acquired pressure ulcer. How would you investigate the development of the ulcer? How would your investigation change if the facility documented the pressure ulcer developed due to the resident's non-compliance?



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Health Facility Surveyor - Registered Nurse (RN)

Health Facility Surveyor

Health and Welfare

Open for Recruitment: January 26, 2016 - Open until further notice
Announcement # 07931020358

Salary Range: \$26.00 - \$28.00 per hour -Plus Competitive Benefits!

Location(s): Statewide

The Idaho Department of Health and Welfare has full-time positions available for **Registered Nurses** to work as Health Facility Surveyors. Join a team of professionals who evaluate health care facilities throughout Idaho for compliance with federal and state regulations. Make a difference in citizens' lives, and work with dedicated co-workers and supervisors who are passionate about quality care.

These positions investigate and ensure compliance with Medicare, Medicaid, and state licensure laws and regulations, including the number and quality of staff, related policies and procedures, and that quality health care is provided for the public.

Enjoy our competitive benefits package, including: excellent medical, dental and vision insurance; generous vacation, sick, and holiday leave; participation in the state retirement system; and more.

The Idaho Department of Health & Welfare is a drug-free workplace. Any applicant offered employment in this position at the Idaho Department of Health and Welfare, will be required to pass a pre-employment drug test.

This announcement may be used to fill current and future vacancies throughout Idaho, including: Blackfoot, Boise, Caldwell, Coeur d'Alene, Grangeville, Idaho Falls, Lewiston, Mountain Home, Moscow, Nampa, Orofino, Payette, Pocatello, Rexburg, Rupert, Salmon, Sandpoint, Twin Falls. When updating your online application information, please select all cities in which you are willing to work.

Incumbents in these positions travel extensively throughout the state and may be gone as much as 50% or more of their work time, including overnight stays.

Responsibilities:

- Ensure compliance with outcome-oriented regulations, which requires surveyors to select a sample of the client base
- Assess each client's health, social, emotional, rehabilitative, and habilitative care needs
- Observe facility staff and others providing services to clients
- Conduct interviews and determine through professional judgment if the facility/provider is meeting the clients' needs in accordance with the stated regulations and health care standards

Minimum Qualifications:

- Licensure as a Registered Nurse in Idaho or state licensure as a Registered Nurse pursuant to the Nurse Licensure Compact, Idaho Code 54-1418. For

licensure information, please contact the Idaho Board of Nursing at www.ibn.idaho.gov.

- At least one year of experience providing medical care in a health care delivery system, (e.g., an institution, clinic, or office setting, either military or civilian)
- Possess a valid driver's license

Exam:

There is an exam for this position to determine an applicant's eligibility. Click the "Preview Exam" button below to review the exam. You must receive a score of 100 to pass this exam. If at any time during the screening/testing process your response or resume do not support the answers you provided, your name will be removed from the register.

How to Apply:

Click on any Apply Online button and follow the instructions provided to complete the Application Checklist and Exam for this position. When updating your online application information, please select Health and Welfare under "Agencies", full-time under "Job Type/Shift", and under "Cities," please select those you are willing to work.

[Preview Exam](#)

Hiring is done without regard to race, color, religion, national origin, sex, age or disability. In addition, preference may be given to veterans who qualify under state and federal laws and regulations. If you need special accommodations to satisfy testing requirements, please contact the Division of Human Resources.



(Apply and Test)

Exam: Health Facility Surveyor-RN -mqs w/ addl quals- XX

Items 1-3 are minimum requirements for this position.

For item #4, you must submit a detailed resume that specifically addresses your education and experience directly related to the minimum qualifications listed for this position. Please include dates of employment, employer name, duties and responsibilities that demonstrates how you meet the minimum qualifications of this exam.

1. Idaho code 54-1408 requires state licensure as a Registered Nurse or state licensure as a Registered Nurse pursuant to the Nurse Licensure Compact, Idaho Code 54-1418.

Do you possess current licensure as a Registered Nurse?

Your response for Question 4 should include your current Idaho Registered Nurse license number, temporary number, or Nurse Licensure Compact number.

Nurse Licensure Compact states include: Arizona, Arkansas, Colorado, Delaware, Idaho, Iowa, Kentucky, Maine, Maryland, Mississippi, Missouri, Nebraska, New Hampshire, New Mexico, North Carolina, North Dakota, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Virginia, and Wisconsin.

For licensure information, please contact the Idaho Board of Nursing at <http://ibn.idaho.gov> or call (208) 577-2476.

- Yes
- No

2. Do you have at least one year's experience providing medical care in a health care delivery system, (e.g., an institution, clinic, or office setting, either military or civilian)

Experience must be as a Registered Nurse.

- Yes
- No

3. Do you have a valid driver's license?

- Yes, I have a valid driver's license
- No, I do not have a valid driver's license

4. Add your customized resume to the space provided. Emphasize experience, education and training directly related to the minimum qualifications.

If you do not have your resume prepared, click on "finish later". Once your resume is completed, you will need to return and paste it in the space below by the closing date. Once you insert your resume, save your answer. Scroll down to review your response and submit your completed exam. PLEASE NOTE: Any special formatting of your resume will be removed when you paste it into the space below - this is OK! We are only interested in the content.

Your customized resume is required. You will not be considered for this position if you do not submit your resume.

Health Facility Surveyor

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HEALTH FACILITY SURVEYOR

CLASS NO. 07931

CLASS PURPOSE

To inspect health care facilities for compliance with Medicare, Medicaid, and State Licensure requirements; conduct health facility fire/life safety surveys across multiple programs; conduct final inspections, consult with health care providers regarding compliance with related laws and standards; provide technical assistance and consultation; investigate complaints; perform related work.

GENERAL INFORMATION

These positions travel extensively throughout the state and may be gone 50% or more of their work time, including overnight stays. Compliance reviews may create adversarial situations with health care providers.

NATURE AND SCOPE

Some positions may inspect, investigate and insure compliance with Medicare, Medicaid, and state licensure laws, regulations, and policies in matters related to health care facilities: the number and quality of staff, related policies and procedures, and that quality health care is provided for the public. Other positions may inspect, investigate and insure compliance with national fire standards, life safety codes for health and residential care facilities, and physical facility standards.

Provider reviews include: nursing facilities, residential care facilities, intermediate care facilities for people with mental retardation, hospitals, home health agencies, hospice agencies, rehabilitation facilities, ambulatory surgery centers, community mental health centers, and other agents or facilities determined to come under the purview of these regulations.

Incumbents insure compliance with outcome-oriented regulations which require surveyors to:

--Select a sample of the client base; assess client health, social, emotional, rehabilitative, and habilitative care needs; observe facility staff and others providing services to clients; and conduct interviews and determine through professional judgment if the facility/provider is meeting client needs in accordance with the stated regulations and health care standards. Incumbents may function independently or in a team setting to investigate and insure compliance; and in all situations must make accurate assessments based upon observations; OR

--Inspect health care facilities; select a sample operation or system; or perform on-site

construction visits and assess compliance with state licensure and federal certification fire/life safety, and physical facility standards; review plans and specifications for new construction, remodeling and conversion of buildings for use as hospitals, nursing facilities, residential care or assisted living facilities, ambulatory surgery centers, intermediate care facilities for persons with mental retardation and end stage renal dialysis centers; determine design compliance with specific construction, fire/life safety requirements and standards. Conduct construction site visits and final inspections. Consult with project architects, engineers, contractors, local and state officials, owners, facility staff and public on interpretation and application of various regulations and laws.

Incumbents document findings into detailed written reports and present findings to providers, clients, families, team members, and other interested parties. Reports completed may have far reaching impact on client care and provider responsibility and are frequently used in appeal and court proceedings. Incumbents assist in development and revision of Idaho Statute and rules as the need arises.

MINIMUM QUALIFICATIONS

Experience: in methods of negotiation and public relations; preparing oral and written reports; operating a personal computer.

Valid driver's license.

SPECIALTY AREAS

Some positions may require experience or education in one or more of the following specialty areas:

Health Care Specialty

Good knowledge of: the systems and methods of health care delivery; medical terminology; health diagnostic procedures.

Experience reviewing and interpreting patient treatment plans and medical records.

License to practice professional nursing in Idaho as defined by the Nurse Practice Act; licensed Pharmacist as defined by the Board of Pharmacy; certification as a Registered Dietitian by the American Dietetic Association; licensure as a Social Worker in accordance with Idaho Code 54-32; and/or be considered qualified as an Intellectual Disabilities Professional (QIDP); licensure as a Residential Care Administrator by the Idaho Bureau of Occupational Licensing; licensed Physical Therapist by the Idaho Bureau of Occupational Licensing; licensure as an Occupational Therapist in accordance with Idaho Code 54-3703 or a limited permit must be obtained prior to appointment.

Fire/Life Safety and Construction Specialty

Good knowledge of national fire/life safety codes and standards applicable to health care facilities.

Experience in the interpretation of construction drawings and specifications including plan review.

Physical ability to climb ladders up to 14 feet and crawl in and around confined spaces such as in attic space or crawl space under a building.

REVISED: 7/18/2008

Pay Grade: L

Overtime Code: P

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Job Description:
Long-Term Care Surveyor

Job Purpose:

To conduct state licensure and federal certification surveys for long-term care facilities according to established standards.

Key Responsibilities:

- Investigate and ensure compliance with Medicare/Medicaid regulations and state licensure rules in Long-Term Care (LTC) facilities. This includes assessing the number and quality of staff, related policies and procedures, and ensuring that quality health care is provided to residents in each facility;
- Assess resident health, social, emotional, and rehabilitation care needs and determine compliance by providers. This includes:
 - observing facility staff providing care,
 - interviewing staff, residents, and their families,
 - reviewing records,
 - determining through professional judgment if the facility/provider is meeting resident needs in accordance with established regulations and health care standards.
- Investigate complaints alleging violation of federal regulations or state rules;
- Conduct the Food Inspection survey for LTC facilities;
- Work independently and as part of a team toward a common goal of ensuring safe and appropriate care and services to residents;
- Write reports that are clear and concise and meet the *Principles of Documentation*;
- Effectively use Outlook, Word, ASPEN, ACTS, and other computer programs and applications as may be necessary to fulfill job responsibilities;
- Communicate with supervisors regularly on the status of assigned work;
- Participate in Bureau, Division, Department, and CMS mandatory training;
- Participate in the development and presentation of training for internal and external customers as requested by the supervisor;
- Participate in state and federal administrative appeals as required.