

Per California Code of Regulations, title 2, section 548.5, the following information will be posted to CalHR's Career Executive Assignment Action Proposals website for 30 calendar days when departments propose new CEA concepts or major revisions to existing CEA concepts. Presence of the department-submitted CEA Action Proposal information on CalHR's website does not indicate CalHR support for the proposal.

A. GENERAL INFORMATION

1. Date

January 26,
2019

2. Department

California Correctional Health Care Services (CCHCS)

3. Organizational Placement (Division/Branch/Office Name)

Health Care Correspondence and Appeals Branch

4. CEA Position Title

Chief, Health Care Correspondence and Appeals Branch

5. Summary of proposed position description and how it relates to the program's mission or purpose. (2-3 sentences)

CCHCS proposes to allocate the above position to a CEA category (Level A) within the Health Care Regulations and Policy Section. This CEA Position Request form will serve in establishing the allocation. This program has statewide operational oversight of the grievance process related to inmate-patient health care concerns and is required as part of the transition of CCHCS back to the California Department of Corrections and Rehabilitation.

6. Reports to: (Class Title/Level)

CEA Level B

7. Relationship with Department Director (Select one)

- Member of department's Executive Management Team, and has frequent contact with director on a wide range of department-wide issues.
- Not a member of department's Executive Management Team but has frequent contact with the Executive Management Team on policy issues.

(Explain): The CEA will handle the complexity of the responsibilities that require a higher level position to carry the authority required to be able to speak on behalf of the Department and impacted programs.

8. Organizational Level (Select one)

- 1st
- 2nd
- 3rd
- 4th
- 5th (mega departments only - 17,001+ allocated positions)

B. SUMMARY OF REQUEST

9. What are the duties and responsibilities of the CEA position? Be specific and provide examples.

Under the general direction of the Deputy Director, Policy and Risk Management Services, the Chief is responsible for the effective management of the inmate health care inquiries, Health Care Correspondence and Appeals Branch (HCCAB). The Chief, HCCAB provides leadership and direction to staff to ensure all administrative/health care appeals are researched, reviewed and responded to in a manner consistent with State Laws, rules, regulations, policies and procedures. The Chief, HCCAB is responsible for the highest level assignments and projects related to Armstrong compliance, health care appeals, and controlled correspondence.

45% Manages the provision of effective management, consultation and technical assistance in policy formulation and interpretation, and the development and maintenance of HCCAB initiatives in order to ensure the efficient delivery of various program services, including appeal responses; Armstrong compliance, responses to requests for information; recommendations; monthly, quarterly and annual reports; appeals trend analysis; various pilot program surveys; special projects; and Budget Change Proposals in accordance with applicable policies, procedures, laws, rules, and regulations.

25% Guides and directs HCCAB staff, and reviews staff analysis on the impact of new program mandates on the provision of health care as it relates to the health care appeals processes. Develops and implements process improvements for health care appeals review in order to reduce errors and duplication of work. Works with clinical consultants and departmental staff to ensure Director's level health care appeal responses receive appropriate clinical review and are in compliance with applicable policies, procedures, laws, rules and regulations. Tracks and manages any Modification Orders arising out of completed appeals that are granted or partially granted.

10% Provides information to executive management of program and administrative issues, and provides recommendations for consideration and implementation in order to ensure program compliance with existing and new policies, procedures, laws, rules and regulations. Serves as the liaison between the Department and higher control agency levels to coordinate the implementation of mandated activities and oversees HCCAB compliance with regulatory requirements of local agencies, State and federal government.

10% Participates as part of the Policy and Risk Management Services team to develop strategies, program initiatives, goals, objectives and performance measures as needed. Regularly reviews existing, and develops new, policies and procedures to ensure the HCCAB program's goals are in support of the Receiver's Turnaround Plan of Action.

10% Attends meetings and represents CCHCS and HCCAB on task forces, in special forums and consults with stakeholder groups. Hires, evaluates, trains, motivates, disciplines and otherwise manages assigned staff. Coordinates as necessary with all departmental and divisional staff to ensure remediation and improvement of health care operations as they relate to HCCAB. Performs other related duties.

B. SUMMARY OF REQUEST (continued)

10. How critical is the program's mission or purpose to the department's mission as a whole? Include a description of the degree to which the program is critical to the department's mission.

- Program is directly related to department's primary mission and is critical to achieving the department's goals.
- Program is indirectly related to department's primary mission.
- Program plays a supporting role in achieving department's mission (i.e., budget, personnel, other admin functions).

Description: The Penal Code mandates a grievance process be available to our inmate-patient population to provide a venue to address any complaints related to their health care concerns. The absence of a grievance program would subject our Department to significant liability and risk of litigation.

B. SUMMARY OF REQUEST (continued)

11. Describe what has changed that makes this request necessary. Explain how the change justifies the current request. Be specific and provide examples.

The Health Care Appeals Pilot took place from September 1, 2015 through March 1, 2016 at three institutions: Central California Women's Facility, California State Prison, Solano and the California Substance Abuse Treatment Facility at Corcoran. Due to the success of the pilot, it was continued at the three facilities. Planning activities to implement the Pilot statewide were initiated. This included Budget Change Proposals and multiple workgroups (e.g., regulation changes, health care appeals training changes and implementation changes).

HCCAB staff liaison directly with the institutions on all implementation activities of the Pilot program statewide, provide statewide oversight, mentor staff, provide ongoing training, quality improvement activities and oversight mentoring of the program. HCCAB has oversight and management of statewide health care grievance process ensuring that health care related (medical, mental health, and dental) grievances and health care staff complaints are effectively addressed and in accordance with California Code of Regulations, Title 15, Article 8.6. HCCAB requires the addition of resources that would focus proactively on strike teams quality assurance, statewide compliance monitoring, hand-over-hand training, project management, and oversight of the health care appeals and staff complaint process. HCCAB is responsible for processing health care grievance appeals and health care staff complaints received at the headquarters level of review.

C. ROLE IN POLICY INFLUENCE

12. Provide 3-5 specific examples of policy areas over which the CEA position will be the principle policy maker. Each example should cite a policy that would have an identifiable impact. Include a description of the statewide impact of the assigned program.

The policy areas over which the CEA position will be the principal policy maker are:

Statewide (institutional and headquarters) oversight of the Health Care Grievance and Appeals Regulations.

Development of the Health Care Grievance Program operating standards.

Training of the Health Care Grievance Office staff, health care supervisors at all levels (staff complaint and grievance processing).

Clinician review monitoring to ensure compliance with regulatory standards.

Development of Compliance Tools to assess compliance.

Strike team deployment and provision of field assistance.

Performance metrics and trend oversight collaborating with appropriate program areas to resolve adverse trends.

C. ROLE IN POLICY INFLUENCE (continued)

13. What is the CEA position's scope and nature of decision-making authority?

The Chief, HCCAB has the primary responsibility for the Health Care Appeals which will be implemented statewide. The CEA will have oversight and management of the statewide health care grievance process ensuring that health care related (medical, mental health, and dental) grievances and health care staff complaints are effectively addressed and in accordance with California Code of Regulations, Title 15, Article 8.6.

14. Will the CEA position be developing and implementing new policy, or interpreting and implementing existing policy? How?

As stated in Question 26, the CEA A has primary responsibility for the effective management, consultation and oversight of the development and maintenance of HCCAB. HCCAB has primary responsibility for implementing the Health Care Appeals Project statewide, providing oversight and training, mentoring staff and quality improvement activities. The CEA is responsible for implementing the statewide health care grievance process ensuring that health care related (medical, mental health, and dental) grievances and health care staff complaints are effectively addressed and in accordance with California Code of Regulations, Title 15, Article 8.6.