

STATE OF WISCONSIN  
CLASSIFICATION SPECIFICATION  
QUALITY ASSURANCE MANAGER

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under Wis. Admin. Code ER 2.04 for making classification decisions relative to present and future professional management positions located within the Department of Health Services that manage quality assurance activities related to the safety, welfare and health of persons utilizing health and community care provider services in Wisconsin. This classification specification will not specifically identify every eventuality or combination of duties and responsibilities of positions that currently exist, or those that result from changing program emphasis in the future. Rather, it is designed to serve as a framework for classification decision-making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification encompasses professional management positions located within the Department of Health Services that function as Quality Assurance Managers. Positions allocated to this classification administer and manage quality assurance activities within the Division of Quality Assurance and meet the statutory definitions of supervisor and management as defined in Wis. Stats., ss.111.81(19) and (13). Positions in this classification are responsible for program planning, policy and procedure input and development, budget development, and supervision of staff within their respective program area.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Supervisor and management positions located outside of the Department of Health Services, Division of Quality Assurance which do not function as Quality Assurance Managers.

2. Positions that do not meet the statutory definitions of supervisor and management as defined in Wis. Stats., ss.111.81(19) and (13).
3. All other positions that are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees enter positions within this classification by competition.

## II. DEFINITION

### QUALITY ASSURANCE MANAGER

The positions allocated to this classification are located in the Division of Quality Assurance (DQA)) and function as: (1) Division Administrator, Quality Assurance; (2) Deputy Division Administrator, Quality Assurance; or (3) Bureau or Office Directors within Division of Quality Assurance.

The position which functions as **Division Administrator, Quality Assurance** manages and oversees compliance activities (i.e., ensure adherence to state and federal regulations) directed towards a variety of health and community care providers and suppliers via licensure/certification processes. Providers and suppliers regulated include nursing facilities, skilled nursing facilities, intermediate care facilities for persons with mental retardation, hospitals, portable x-ray, end stage renal dialysis, rural health clinics, ambulatory surgical centers, home health agencies, hospices, community based residential facilities, comprehensive outpatient rehab agencies, physical and occupational therapists in independent practice, rehabilitation agencies, swing bed, clinical laboratories, adult family homes, adult day care programs, assisted living facilities, AODA Mental Health Certification Programs, and rural medical centers.

The position which functions as **Deputy Division Administrator, Quality Assurance** assists in managing and overseeing compliance activities (i.e., ensure adherence to state and federal regulations) directed towards a variety of health and community care providers and suppliers via licensure/certification processes. Specific responsibilities include managing the budget aspects for the Division, supervising and overseeing Division staff including Bureau or Office Directors and line staff; directing the development and implementation of policies and procedures, and acting as Division Administrator during the Division Administrator's absence.

Positions which function as a **Bureau or Office Director** within the Division include: (a) Director, Office of Plan Review & Inspection; (b) Director, Office of Caregiver Quality; (c) Director, Bureau of Assisted Living; (d) Director, Bureau of Nursing Home Resident Care; (e) Director, Bureau of Education Services and Technology; or (f) Director, Bureau of Health Services. These positions function under the general supervision of the Deputy Administrator of the Division of Quality Assurance. The Bureau or Office Director has complete administrative responsibility to carry out the department's mission for Bureau or Office programs. These positions coordinate, develop and maintain ongoing contact with private and public agencies, legislators, associations, medical professionals, and attorneys in taking a lead role for problem resolution regarding the department policy and program operations within their Bureau or Office. These positions serve as a liaison with department, division and bureau section staff. These positions develop and implement policies and procedures as necessary to carry out program goals. Each position is the direct supervisor of professional staff within the Office or Bureau.

**III. QUALIFICATIONS**

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience that would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

**IV. ADMINISTRATIVE INFORMATION**

This classification specification was created effective October 12, 1997, as part of the new Senior Manager Program (see Bulletin CC/SC-76); and resulted from the collapsing and abolishment of the Quality Assurance Manager 1, 2 and 3 classifications which were created effective December 8, 1996, and announced in Bulletin CC/SC-61. The QAM 1, 2, 3 series was originally created to reflect departmental, divisional, and bureau-level changes due to a reorganization of the Department of Health Services which became effective July 1, 1996. This specification was updated effective March 10, 2013 and announced in Bulletin OSER-0322-MRS/SC to reflect a reorganization that was completed within the Division of Quality Assurance in 2012.

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