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Modified: May 18, 2003  
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Modified Effective: July 22, 2018

STATE OF WISCONSIN  
CLASSIFICATION SPECIFICATION

QUALITY ASSURANCE PROGRAM SPECIALIST  
CLASSIFICATION SERIES

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to the professional positions located in the Department of Health Services (DHS) and the Department of Children and Families (DCF) that are responsible for quality assurance for department program areas. This classification specification is not intended to identify every duty which may be assigned to positions, but is intended 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 series includes professional positions which evaluate and analyze human services programs by reviewing for adherence to federal and/or state laws, rules, regulations and guidelines for program or data quality assurance or fraud detection. A variety of related duties are also performed.

C. Exclusions

Excluded from this classification series are the following types of positions:

1. Positions which spend the majority of their time (more than 50%) on responsibilities related to the Quality Improvement process (a QI Facilitator, Team Leader, or similar process) and which are more appropriately classified as Program and Planning Analyst.
2. Positions which spend the majority of their time (more than 50%) on clerical and paraprofessional duties and which are more appropriately classified as Operations Program Associate.

3. Positions which are not located at DHS or DCF.
4. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into And Progression Through This Classification Series

Employees enter positions within this classification series by competition. Progression to the objective (senior) level will occur through reclassification if the employee meets all the criteria for the senior level.

E. Definition of Terms Used in This Classification Specification

**QUALITY ASSURANCE** – The process of designing systems which produce methods of analyzing a program or activity for effectiveness, compliance, reliability, utility, or functionality, for the purpose of understanding all aspects of the program or activity's current, past, and/or future effectiveness, efficiency, and/or economy.

## II. DEFINITION

### QUALITY ASSURANCE PROGRAM SPECIALIST

This is the **entry level** for allocations described at the Senior level. Work is performed under close progressing to limited supervision.

### QUALITY ASSURANCE PROGRAM SPECIALIST - SENIOR

**Quality or Data Assurance:** Positions perform professional level evaluations and reviews of a specific human services program(s) to ensure adherence with state and/or federal laws, rules, and regulations. Extensive knowledge of the applicable state program and statutes and/or the federal program and regulations is required to perform the job duties. Positions analyze, develop, and evaluate complex state regulations and legislation and/or analyze and evaluate complex federal regulations to assess program effectiveness; develop quality assurance standards to ensure compliance with requirements; improve the quality of the program by conducting analyses and studies of bureau programs and policies, gathering and evaluating data and information; develop plans, reports and recommendations; and provide consultation, leadership and training on initiative implementation. Positions develop survey procedures and design forms that comply with regulations; provide a quality control check on survey review functions; evaluate and analyze human service programs for fiscal, management and operational issues; identify and design data analysis procedures to collect and analyze data for the review and analysis of the programs; provide program analysis in the coordination of data creation, utilization, and exchange of information; review and analyze health care providers regulated by the department; provide technical assistance; coordinate state and federal rule interpretations; develop corrective action proposals; promote initiatives; negotiate acceptable performance levels to be used in the evaluation process; develop and monitor Memorandums of Understanding; and prepare quarterly reports. Work is performed under general supervision.

**Representative Position:**

(DHS) This position designs, develops and implements quality improvement program reviews of licensing, certification and enforcement activities conducted within the Division of Quality Assurance and directed at state licensed and federally certified health care providers. Positions independently collect, analyze, and report quality assurance findings on the agency's regulatory functions as provided to facilities serving adults which include nursing homes, facilities for the developmentally disabled, home health agencies, hospice providers, community-based residential facilities, assisted living facilities, adult family homes, adult day care providers, ambulatory surgery centers, rural health clinics, end-stage renal disease facilities, hospitals, occupational therapists and physical therapists in independent proactive, etc.; monitor implementation of quality improvement initiatives; and ensure compliance with established performance standards. Work is performed under general supervision.

**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 which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

**IV. ADMINISTRATIVE INFORMATION**

This classification series was created effective May 11, 1997, and announced in Bulletin CC/SC-66, as a result of the Professional Program Support Personnel Management Survey. The Quality Assurance Program Specialist – Entry classification title was changed to Quality Assurance Program Specialist effective May 18, 2003 and announced in Bulletin MRS-SC-158 as a result of the WPEC Broadbanding and Class Collapsing Study. The classification was modified effective September 14, 2008 and announced in bulletin OSER-0221-MRS/SC as a result of the creation of the Department of Children and Families and the movement of some of these functions to that department and the renaming of DHFS to the Department of Health Services.

This classification was modified July 22, 2018, and announced in bulletin DPM-0475-CC/SC. The modification added an official definition to the term, "quality assurance".

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