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## A Classification Compliance Audit Report on the Texas Board of Medical Examiners

April 1996

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# Key Points Of Report

## A Classification Compliance Audit Report on the Texas Board of Medical Examiners

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### Overall Conclusion

The Texas Board of Medical Examiners (Board) has an 80 percent rate of compliance with the Position Classification Plan. The Board was reviewed to monitor its compliance with the Position Classification Plan.

### Key Facts And Findings

- Eighteen out of 90 positions reviewed were inappropriately classified.

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*This review of 90 full-time classified positions was conducted in accordance with the Position Classification Act, Texas Government Code, Chapter 654.*

## Overview

Eighteen positions out of 90 positions at the Texas Board of Medical Examiners (Board) were found to be misclassified. To

correct misclassified positions, the Board may either classify the positions according to our recommendations or restructure them.

Recommendations			
	*Position Number	Class Number	Title
Present: Recommended:	4	0205-08 1501-08	Data Entry Operator III Administrative Technician I
Present: Recommended:	5	0205-08 1501-08	Data Entry Operator III Administrative Technician I
Present: Recommended:	6	0205-08 1501-08	Data Entry Operator III Administrative Technician I
Present: Recommended:	7	0205-08 1501-08	Data Entry Operator III Administrative Technician I
Present: Recommended:	8	0205-08 1501-08	Data Entry Operator III Administrative Technician I
Present: Recommended:	10	0241-16 0251-18	ADP Programmer II Programmer Analyst I
Present: Recommended:	11	0242-18 0251-18	ADP Programmer III Programmer Analyst I
Present: Recommended:	18	1501-08 0205-08	Administrative Technician I Data Entry Operator III
Present: Recommended:	21	1501-08 3643-12	Administrative Technician I Investigator I
Present: Recommended:	23	1501-08 3643-12	Administrative Technician I Investigator I
Present: Recommended:	26	1501-08 3643-12	Administrative Technician I Investigator I
Present: Recommended:	32	1502-11 3643-12	Administrative Technician II Investigator I
Present: Recommended:	33	1502-11 3643-12	Administrative Technician II Investigator I
Present: Recommended:	36	1502-11 3643-12	Administrative Technician II Investigator I
Present: Recommended:	40	1502-11 3643-12	Administrative Technician II Investigator I
Present: Recommended:	41	1503-13 1712-13	Administrative Technician III Human Resources Management Assistant II
Present: Recommended:	42	1503-13	Administrative Technician III Investigator series

## Overview

Recommendations			
	*Position Number	Class Number	Title
Present: Recommended:	44	1503-13	Administrative Technician III Investigator series

\*In order to protect the confidentiality of those employees whose positions were reviewed, each incumbent was assigned a position number. A listing of each employee and his or her assigned number has been provided to the Board for reference.

## Issues and Recommendations

Section 1:

### **Eighteen Positions Are Misclassified**

Position Number 4, Data Entry Operator III (0205-08), should be an Administrative Technician I (1501-08). The incumbent's duties include processing and data entering liability claims; processing medical records; typing reports for investigators; entering data from time sheets; and filing.

The position should not be classified as a Data Entry Operator III because the incumbent does not spend the majority of time performing data entry work. Rather, the majority of the incumbent's time is spent performing administrative support work and other technical work in the processing of medical reports and liability claims reports received.

#### Management's Response:

*We concur with this recommendation and will implement the necessary change on or before June 1, 1996.*

Position Number 5, Data Entry Operator III (0205-08), should be an Administrative Technician I (1501-08). The incumbent is responsible for collecting and compiling medical records and distributing them to investigators for the investigation of claims against medical doctors. The employee is also responsible for typing reports from investigators; preparing and mailing letters on the results of closed cases; entering data from time sheets and case closures; and distributing supplies to investigators.

The position should not be classified as a Data Entry Operator III because only five percent of the incumbent's time is spent performing data entry functions in the processing of time sheets and case closures.

#### Management's Response:

*We concur with this recommendation and will implement the necessary change on or before June 1, 1996.*

Position Number 6, Data Entry Operator III (0205-08), should be an Administrative Technician I (1501-08). The incumbent spends the majority of time preparing, typing, and/or generating letters and correspondence; preparing subpoenas; typing investigators' reports; and filing reports and correspondence.

The position should be classified as an Administrative Technician I because the incumbent is performing administrative support work, rather than data entry work.

#### Management's Response:

*We concur with this recommendation and will implement the necessary change on or before June 1, 1996.*

Position Number 7, Data Entry Operator III (0205-08), should be an Administrative Technician I (1501-08). The incumbent's duties include processing and data entering malpractice claims; writing and updating malpractice instructions; typing reports and entering data from time sheets for investigators; assisting in processing subpoena and health care entity requests; creating and updating templates, forms, and address labels; copying, faxing, and filing correspondence and other documents; processing division mail; and answering the telephone.

The position should not be classified as a Data Entry Operator III because the majority of the incumbent's functions do not involve data entry. Rather, most of the incumbent's duties consist of administrative support-related work.

## Issues and Recommendations

### Management's Response:

*We concur with this recommendation and will implement the necessary change on or before June 1, 1996.*

Position Number 8, Data Entry Operator III (0205-08), should be an Administrative Technician I (1501-08). This incumbent is responsible for data entering malpractice claims; compiling and distributing medical records; typing reports for investigators; pulling, preparing, and filing documents and correspondence; and performing various other administrative functions.

This incumbent should not be classified as a Data Entry Operator III because while the incumbent is responsible for data entry functions, these functions do not represent a majority of the incumbent's time. Rather, the majority of the incumbent's time is spent performing administrative support functions.

### Management's Response:

*We concur with this recommendation and will implement the necessary change on or before June 1, 1996.*

Position Number 10, ADP Programmer II (0241-16), should be a Programmer Analyst I (0251-18). The duties of the position include analyzing, designing, modifying, programming, testing, and debugging computer programs; providing user support to agency staff; and performing network management functions.

The incumbent should be classified as a Programmer Analyst I because in addition to performing the programming functions common to both the ADP Programmer and Programmer Analyst class series, the incumbent is responsible for working with agency staff to determine whether an automated data processing solution is practical and economical; and developing or modifying existing

applications as appropriate. These additional functions are best described by the Programmer Analyst class series.

### Management's Response:

*We concur with this recommendation and will implement the necessary change on or before June 1, 1996.*

Position Number 11, ADP Programmer III (0242-18), should be a Programmer Analyst I (0251-18). The incumbent spends the majority of time designing and implementing customized computer applications to aid or improve the agency's workflow; designing and implementing changes to existing applications; supporting and troubleshooting software; and performing system administrator functions.

The incumbent should be classified as a Programmer Analyst I because of the preponderance of applications analysis, development, and maintenance functions performed by the incumbent.

### Management's Response:

*We concur with this recommendation and will implement the necessary change on or before June 1, 1996.*

Position Number 18, Administrative Technician I (1501-08), should be a Data Entry Operator III (0205-08). This incumbent is responsible for performing cash coding and data entry functions; providing mail room support as needed; and functioning as a back-up Switchboard Operator.

The incumbent should be classified as a Data Entry Operator because over 70 percent of the incumbent's time is spent performing data entry functions.

## Issues and Recommendations

### Management's Response:

*We concur with this recommendation and will implement the necessary change on or before June 1, 1996.*

Position Number 21, Administrative Technician I (1501-08), should be an Investigator I (3643-12). This incumbent functions as a licensure analyst, conducting background and personal history investigations and examinations; verifying information; and reviewing records in building cases for the approval, denial, or limitation of physicians' licenses. The incumbent is also responsible for evaluating, summarizing, and documenting investigative findings.

This incumbent should be classified as an Investigator I because the Investigator class series is used for those positions which are responsible for conducting investigations, surveys, inspections, and/or examinations and preparing reports on the findings and recommendations of those investigations.

### Management's Response:

*We concur with this recommendation and will implement the necessary change on or before June 1, 1996.*

Position Number 23, Administrative Technician I (1501-08), should be an Investigator I (3643-12). The incumbent's functions include conducting background and personal history investigations, verifying information, and reviewing records as they relate to the licensing of physicians; evaluating, summarizing, and documenting investigative findings; contacting and interviewing potential witnesses; and conducting investigations of alleged violations of laws, rules, or regulations.

The incumbent should be classified as an Investigator I because the Investigator class series is used for those positions which are

responsible for conducting investigations, surveys, inspections, and/or examinations and preparing reports on the findings and recommendations of those investigations.

### Management's Response:

*We concur with this recommendation and will implement the necessary change on or before June 1, 1996.*

Position Number 26, Administrative Technician I (1501-08), should be an Investigator I (3643-12). This incumbent functions as a licensure analyst, conducting background and personal history investigations and examinations; analyzing applications for licensure; administering jurisprudence examinations; and initiating the processing of physicians' licenses.

This incumbent should be classified as an Investigator I because the Investigator class series is used for those positions which are responsible for conducting investigations, surveys, inspections, and/or examinations.

### Management's Response:

*We concur with this recommendation and will implement the necessary change on or before June 1, 1996.*

Position Numbers 32, 33, 36, and 40, Administrative Technician II's (1502-11), should be Investigator I's (3643-12). These incumbents are responsible for conducting background and personal history investigations and examinations; evaluating, summarizing, and documenting investigative findings; analyzing applications for licensure; investigating possible violations of rules and regulations; interviewing potential witnesses; administering and grading jurisprudence examinations; and/or initiating the processing of physicians' licenses.

## Issues and Recommendations

These incumbents should be classified as Investigator I's because the Investigator class series is used for those positions which are responsible for conducting investigations, surveys, inspections, and/or examinations and preparing reports on the findings and recommendations of those investigations.

Management's Response:

*We concur with this recommendation and will implement the necessary change on or before June 1, 1996.*

Position Number 41, Administrative Technician III (1503-13), should be a Human Resources Management Assistant II (1712-13). This incumbent spends the majority of time assisting in the administration of the agency's human resource management program. Specific duties of the incumbent include providing support in the areas of job posting and closure; new employee application processing; new employee orientation; employee file maintenance; employee termination processing; and the conduct of exit interviews. The incumbent also functions as the agency's benefits coordinator.

This incumbent should not be classified within the generic Administrative Technician class series because the duties of the position are more accurately described by the function-specific Human Resources Management Assistant II class.

Management's Response:

*We concur with this recommendation and will implement the necessary change on or before June 1, 1996.*

Position Numbers 42 and 44, Administrative Technician III's (1503-13), should be classified within the Investigator class series [Investigator I (3643-12), Investigator II (3644-14), Investigator III (3645-16), and Investigator IV (3646-18)]. These incumbents are responsible for conducting background and personal history investigations and examinations; evaluating, summarizing, and documenting investigative findings; analyzing applications for licensure; and investigating possible violations of rules and regulations as they relate to the licensing of physicians.

These incumbents should be classified within the Investigator class series because the Investigator class series is used for those positions which are responsible for conducting investigations, surveys, inspections, and/or examinations and preparing reports on the findings and recommendations of those investigations.

Management's Response:

*We concur with this recommendation and will implement the necessary change on or before June 1, 1996.*

Appendix:

## Objective, Scope, and Methodology

The Texas Board of Medical Examiners was selected for review in order to monitor its compliance with the Position Classification Plan. The scope of our review included all full-time classified positions within the agency.

In determining whether all full-time classified positions were appropriately classified, we reviewed:

- state job descriptions
- position questionnaires completed by incumbents

- organizational reporting relationships
- internal salary relationships

In addition, we interviewed four incumbents.

This review was conducted in accordance with the Position Classification Act, Texas Government Code, Chapter 654.