



## Department of Health

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Commissioner

KRISTIN M. PROUD  
Acting Executive Deputy Commissioner

April 13, 2022

Dear Chief Executive Officer of Administrator:

Based on the very helpful feedback the New York State Department of Health (Department) received from providers and their associations regarding recent required changes to facility leadership roles in the Health Commerce System (HCS) Communications Directory (Directory), we are taking steps to address your concerns, specifically your expressed need to assign "backup" individuals to leadership roles for your facility.

To address this need as simply as possible, the Department is creating a new "backup," role for each of the primary leadership roles (e.g., "Administrator"). Continuing with the example of the primary "Administrator," role, one (1) or two (2) individuals who are a backup to the authoritative person in the Administrator role, can now be assigned to the new, "Administrator – Backup" role. The new backup roles will receive the same communications as those holding primary roles and will have the same access to HCS applications held by those in primary roles.

We remind you that for both the primary leadership roles and new backup roles, all business hour and after hours/emergency contact information is required to be entered in the Directory and **a mobile phone number is required to be entered for all individuals assigned to these roles.**

Please see the table below which shows all of the roles, both primary and backup, and how many people should be assigned to each. These new roles are now available in the HCS Communications Directory. Please have your HCS Coordinators begin to assign the appropriate staff to those roles, to be completed by May 4, 2022.

Once again, your feedback has been much appreciated, and we believe these changes will help to ensure effective communications between the Department and your facility at all times.

Sincerely,

Kristin M. Proud  
Acting Executive Deputy Commissioner

Enclosure: HCS Communications Directory - Hospital, Nursing Home and Adult Care Facility, Primary and new "Backup," Leadership Roles

**HCS Communications Directory - Hospital, Nursing Home and Adult Care Facility,  
Primary and new "Backup," Leadership Roles**

Nursing Home roles are listed on page 2 of this attachment; Adult Care Facility roles are listed on page 3, All newly added, backup roles are highlighted

**Hospitals (PFI):**

Role Name	Role Description: Who should be assigned to this Role?	Number of persons who can be assigned to this role
<i>Chief Executive Officer or President</i>	This role is to be assigned <u>only to the single individual</u> serving as the <u>authoritative</u> , chief executive of the hospital with executive authority and who is responsible to the Governing Body for all aspects of <u>facility level</u> operations and who <i>may or may not be a different individual than the CEO/President of a system/network that may own and or operate the facility</i>	1
<i>Chief Executive Officer or President - BACKUP</i>	This role is to be assigned to up to two individuals who serve as <b>backups</b> to the <u>authoritative</u> Chief Executive Officer/President of the facility.	1-2
<i>Chief Operating Officer</i>	This role is to be assigned <u>only to the single individual</u> with the <u>authoritative</u> , management responsibility to oversee the efficient operation of the facility and to ensure efficient services, designed to meet the needs of patients or residents, the public and staff.	
<i>Chief Operating Officer - BACKUP</i>	This role is to be assigned to up to two individuals who serve as <b>backups</b> to the <u>authoritative</u> , Chief Operating Officer of the facility.	1-2
<i>Operator</i>	This role is intended to be assigned only to the single individual who serves as the authoritative Chief Executive Officer/President/Managing Member of a system/network that may own and/or operate the facility.	1
<i>Operator - BACKUP</i>	This role is to be assigned to up to two individuals who serve as backups to the authoritative CEO/President/Managing Member of a system/network that may own and/or operate the facility.	1-2
<i>Medical Director</i>	This role is to be assigned <u>only to the single MD</u> who serves in the role of the <u>authoritative</u> , Medical Director of the facility and who is responsible for oversight of medical services for the facility.	1
<i>Medical Director - BACKUP</i>	This role is to be assigned to up to two physicians who serve as <b>backups</b> to the <u>authoritative</u> Medical Director of the facility.	1-2

**Nursing Homes (PFI):**

Role Name	Role Description: Who should be assigned to this Role?	Number of persons who can be assigned to this role
<i>Administrator</i>	This role is intended only for the single individual who serves as the approved Administrator of the facility, and who is the individual responsible to the Governing Body for all aspects of facility level operations, and who may or may not be a different individual than the CEO/President of a system/network that may own and or operate the facility.	1
<i>Administrator - BACKUP</i>	This role is to be assigned to up to two individuals who serve as <b>backups</b> to the <u>approved</u> Administrator of the facility.	1-2
<i>Operator</i>	This role is to be assigned only to the single individual who serves as the authoritative Chief Executive Officer/President/Managing Member of a system/network that may own and/or operate the facility.	1
<i>Operator - BACKUP</i>	This role is to be assigned to up to two individuals who serve as backups to the authoritative CEO/President/Managing Member of a system/network that may own and/or operate the facility.	1-2
<i>Medical Director</i>	This role is to be assigned <u>only to the single MD</u> who serves in the role of the <u>authoritative</u> , Medical Director of the facility and who is responsible for oversight of medical services for the facility.	1
<i>Medical Director - BACKUP</i>	This role is to be assigned to up to two physicians who serve as <b>backups</b> to the <u>authoritative</u> Medical Director of the facility.	1-2
<i>Director of Nursing</i>	This role is to be assigned <u>only to the single RN</u> who serves as the <u>authoritative</u> Director of Nursing and is responsible for onsite supervision of nursing staff and clinical services for the facility.	1
<i>Director of Nursing - BACKUP</i>	This role is to be assigned <u>to up to two</u> RNs who serve as <b>backups</b> to the <u>authoritative</u> Director of Nursing for the facility.	1-2

**Adult Care Facilities:**

Role Name	Whose contact information should be assigned to this Role?	Number of persons who can be assigned to this role
<i>Administrator</i>	This role is intended <u>only for the single individual</u> who serves as the <u>approved</u> Administrator of the facility, and who is the individual responsible to the Governing Body for all aspects of <u>facility level</u> operations, and who <i>may or may not be a different individual than the CEO/President of a system/network that may own and or operate the facility.</i>	1
<i>Administrator - BACKUP</i>	This role is to be assigned to up to two individuals who serve as <b>backups</b> to the <u>approved</u> Administrator of the facility.	2
<i>Operator</i>	This role is to be assigned <u>only to the single individual</u> who serves as the <u>authoritative</u> Chief Executive Officer/President/Managing Member of a <u>system/network</u> that may own and/or operate the facility.	1
<i>Operator - BACKUP</i>	This role is to be assigned to up to two individuals who serve as <b>backups</b> to the <u>authoritative</u> CEO/President/Managing Member of a system/network that may own and/or operate the facility.	2