

# QUALITY ASSURANCE SURVEILLANCE PLAN

**For:** Audiology Services

**Contract Number:**

**Contract Description:** The Contractor shall provide clinical space and equipment, including whatever equipment is needed for hearing and balance assessments. Contractor shall provide qualified audiologists and physical therapists to complete testing and/or treatment during the course of the contract in accordance with all terms and conditions contained in the contract. Coverage shall include the services previously identified in the statement of work.

**Contractors name:**

## 1. PURPOSE

This Quality Assurance Surveillance Plan (QASP) provides a systematic method to evaluate performance for the stated contract. This QASP explains the following:

- What will be monitored
- How monitoring will take place
- Who will conduct the monitoring
- How monitoring efforts and results will be documented

This QASP does not detail how the contractor accomplishes the work. Rather, the QASP is created with the premise that the contractor is responsible for management and quality control actions to meet the terms of the contract. It is the Government's responsibility to be objective, fair, and consistent in evaluating performance.

This QASP is a "living document" and the Government may review and revise it on a regular basis. However, the Government shall coordinate changes with the contractor. Copies of the original QASP and revisions shall be provided to the contractor and Government officials implementing surveillance activities.

## 2. GOVERNMENT ROLES AND RESPONSIBILITIES

The following personnel shall oversee and coordinate surveillance activities.

- a. Contracting Officer (CO) - The CO shall ensure performance of all necessary actions for effective contracting, ensure compliance with the contract terms, and shall safeguard the interests of the United States in the contractual relationship. The CO shall also assure that the contractor receives impartial, fair, and equitable treatment under this contract. The CO is ultimately responsible for the final determination of the adequacy of the contractor's performance.

Assigned CO: Terry Hannigan

Organization or Agency: Department of Veterans Affairs, Office of Acquisition and Materiel Management

b. Contracting Officer's Representative (COR) - The COR is responsible for technical administration of the contract and shall assure proper Government surveillance of the contractor's performance. The COR shall keep a quality assurance file. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf.

Assigned COR: Susan Sundstrom, Chief, Audiology/Speech Pathology Service, VASLCHCS

Assigned Alternate COR: Tamanica Danford-Leaf, Procurement & Resource Specialist, VASLCHCS

c. Other Key Government Personnel –Joseph Arnold, Assistant Chief, Audiology/Speech Pathology Service

### **3. CONTRACTOR REPRESENTATIVES**

The following employees of the contractor serve as the contractor's program manager for this contract.

a. Program Manager –

b. Other Contractor Personnel -

Title:

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### **4. PERFORMANCE STANDARDS**

Performance standards define desired services. The Government performs surveillance to determine if the contractor exceeds, meets or does not meet these standards.

The Performance Requirements Summary Matrix, paragraph ( ) in the Performance Work Statement (PWS), includes performance standards. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

## 5. INCENTIVES

The Government shall use past performance as a rating and referral incentive. Incentives shall be based on exceeding, meeting, or not meeting performance standards.

## 6. METHODS OF QA SURVEILLANCE

Various methods exist to monitor performance. The COR shall use the surveillance methods listed below in the administration of this QASP.

Task	I D		Standard	Acceptable Quality Level	Method of Surveillance	Incentive	Disincentive
Clinic Information	1	Outpatient Care: information is available within 1 week after testing	Patient progress notes will be available to the SLC audiology clinic within 7 workdays of date patient seen.	90%	Excel spread sheet for consult completion utilized by the Audiology Service Chief	Exercise of Option Period and past performance	Unfavorable contractor performance evaluation

Task	I D		Standard	Acceptable Quality Level	Method of Surveillance	Incentive	Disincentive
Education Requirements	2	Contractor completes all mandatory required training	VA annual educational requirements are met by provided dates. All providers must be state licensed in their respective professional areas. Providers must provide documentation of HIPPA training completion from an acceptable source.	100%	Copies of current licensure and HIPPA training provided to Audiology Service Chief as requested.	Favorable contractor performance evaluation	Suspension or termination of all physical and/or electronic access privileges and removal from contract until such time as the training is completed
Quality Care	3	Patient care is provided at a satisfactory level	The clinical services will meet the standards established by the American Speech, Language and Hearing Association (ASHA) or the American Academy of Audiology (AAA).	90%	Random chart Reviews, patient complaints, patient satisfaction surveys	Exercise of option period and past performance	Unfavorable contractor performance evaluation, option period not exercised

Task	ID		Standard	Acceptable Quality Level	Method of Surveillance	Incentive	Disincentive
Patient Safety	4	Patient safety incidents must be reported using Patient Safety Report	All incidents reported immediately (within 24 hours)	100%	Direct Observation	Favorable contractor performance evaluation	Unfavorable contractor performance evaluation
Maintains licensing, registration, and certification	5	Updated Licensing, registration and certification will be provided as they are renewed	Licensing and registration information kept current	Contract Provider records will be kept 100% up-to-date	Periodic sampling	Favorable contractor performance evaluation	Unfavorable contractor performance evaluation
Privacy, confidentiality and HIPPA	6	Contractor is aware of all laws, regulations, policies and procedures relating to privacy, confidentiality and HIPPA and complies with all standards	Zero breaches of privacy or confidentiality	100%	Contractor to provide evidence of annual training required by VAMC, report violations per VA Directive 6500.6	Favorable contractor performance evaluation	Immediate removal from contract

Task	I D		Standard	Acceptable Quality Level	Method of Surveillance	Incentive	Disincentive
Timely Invoicing	7	Within 30 days of the end of each month services were provided, as described above, the contractor shall provide itemized invoicing	All itemized invoices provided within 30 days of end of each month services delivered	100%	Inspection	Favorable contractor performance evaluation	Unfavorable contractor performance evaluation

A. PATIENT VISIT REVIEW. 100% surveillance

B. PERIODIC INSPECTION. Random reviews of 10 patient files monthly per 12 month contract period.

C. VALIDATED USER/CUSTOMER COMPLAINTS. Customer complaint data is compiled quarterly and reviewed by Service Chief-any validated complaints against a contractor must be addressed within a 7 day period of notification and information provided to the Service Chief.

D. RANDOM SAMPLING. Patient treatment files to be reviewed will be randomly selected and cover the period of service.

E. PROGRESS OR STATUS MEETINGS. The Service Chief will have telephone conferences at least quarterly with the Contractors representative to resolve any questions or problems that arise.

## 8. RATINGS

Metrics and methods are designed to determine if performance exceeds, meets or does not meet a given standard and acceptable quality level. A rating scale shall be used to determine a positive, neutral, or negative outcome. The following ratings shall be used:

One (1) incident of not meeting the performance standard will result in verbal counseling, second incident will be documented in a written warning, and any further incidents may result non-performance of contract terms which could lead to termination of contract.

## **9. DOCUMENTING PERFORMANCE**

### **A. ACCEPTABLE PERFORMANCE**

The Government shall document positive performance. Any report may become a part of the supporting documentation for any contractual action.

### **b. UNACCEPTABLE PERFORMANCE**

When unacceptable performance occurs, the COR shall inform the contractor. This will normally be in writing unless circumstances necessitate verbal communication. In any case, the COR shall document the discussion and place it in the COR file.

When the Contracting Officer Representative (COR) determines formal written communication is required, the COR shall prepare a Contract Discrepancy Report (CDR), and present it to the Contractor's program manager.

The Contractor shall acknowledge receipt of the CDR in writing. The CDR will specify if the contractor is required to prepare a corrective action plan to document how the contractor shall correct the unacceptable performance and avoid a recurrence. The CDR will also state how long after the receipt the contractor has to present this corrective action plan to the COR. The Government shall review the contractor's corrective action plan to determine acceptability.

Any CDR's may become a part of the supporting documentation for any contractual action deemed necessary by the CO.

## **10. FREQUENCY OF MEASUREMENT**

### **a. Frequency of Measurement.**

During contract performance, the COR will periodically analyze whether the negotiated frequency of surveillance is appropriate for the work being performed.

### **b. Frequency of Performance Assessment Meetings.**

The COR shall meet with the contractor annually to assess performance and shall provide a written assessment.

<After award, both the contractor's Program Manager and the COR shall sign this document.>

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Susan C. Sundstrom  
Chief, Audiology/Speech Pathology  
VASLCHCS

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Tamanica Danford-Leaf  
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