

QUALITY ASSURANCE SURVEILLANCE PLAN

For: Provision of Home Oxygen and related services, as listed herein.

Contract Number: < Upon award, Government will enter contract number >

Contract Description: The contractor shall provide the setup, installation, and management of Home Oxygen services and Ventilation, in accordance with Joint Commission (JC) standards, to Veteran beneficiaries serviced by VISN 4. This includes the associated program management, human engineering, and logistic support planning requirements. The use of the terms “beneficiary”, “Veterans”, “Patients”, and “Patient” are used interchangeably and refer to the recipient of required supplies, equipment, and incidental services required under the contract.

Contractor’s name: To be determined upon award.

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: Mark Knorr

Organization or Agency: Department of Veterans Affairs Wilkes-Barre VAMC

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.

Tim Tyson

3. CONTRACTOR REPRESENTATIVES

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

a. Contract Manager - _____

b. Other Contractor Personnel (and title) - _____

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 Government shall use these standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

Task	ID	Indicator	Standard / Numerator and denominator	AQL	Method of Surveillance	Incentive
Emergency response		The Contractor shall provide 24 hour <u>emergency services</u> at the Veterans home within two (2) hours of receipt of a call, but no greater response than six (6) hours.	N=Number of emergency calls that resulted in service in the home not greater than 6 hours of receipt of call. D= Number of emergency calls per quarter	90%	PERIODIC INSPECTION/ RANDOM SAMPLING. <u>Analysis of contractor reports:</u> The contractor will monitor and provide a timeliness report quarterly to include: Self generated log report of receipt of calls from Veterans by month with date, time of call and time contractor arrived at home.	Exercise of option period

Task	ID	Indicator	Standard / Numerator and denominator	AQL	Method of Surveillance	Incentive
New home oxygen Setups - Documentation		Full documentation per SOW of an initial home oxygen set-up is provided (via encrypted email and/or fax) to the ordering facilities COR within five (5) business days of the home visit.	N=Number of new home oxygen set up documentation obtained in 5 business days D= Number of new home oxygen set-ups per quarter	100%	PERIODIC INSPECTION/ RANDOM SAMPLING. <u>Analysis of contractor reports:</u> The contractor will provide copies of all documentation at the initial home oxygen set-up to COR.	Exercise of Option period
New home oxygen Setups - Quality		A home oxygen initial set-up contains all required elements per SOW i.e. rights, home evaluation etc. according to regulatory statutes to the facility COR with all dates and signatures	N=Number of initial home oxygen set-ups with all required and complete documentation by vendor and Veteran per SOW. D= Number of new home oxygen set-ups per quarter	90%	PERIODIC INSPECTION/ RANDOM SAMPLING. <u>Analysis of contractor reports:</u> The contractor will provide copies of all documentation at the initial home oxygen set-up to COR.	Exercise of Option period
Timeliness		The Contractor shall provide initial home oxygen set-up same day when prescription received by 3:00 PM EST to include weekends and holidays.	N=Number of initial home oxygen set-up same day D= Number initial set-ups with a prescription sent by 3:00PM EST to vendor	100%	PERIODIC INSPECTION/ RANDOM SAMPLING. Quarterly report of all Veterans with new home oxygen prescription with recorded time of prescription sent to vendor and date of set-up by vendor	Exercise of option period

Task	ID	Indicator	Standard / Numerator and denominator	AQL	Method of Surveillance	Incentive
Patient Safety		The contractor will record, and track and submit in 24 hours patient safety incidents identified in SOW related to home oxygen use for patterns and/or action.	N= Number of patient incident reports communicated to COR in 24 hours of identification related to the use of home oxygen D= Number of identified patient incidents	100%	PERIODIC INSPECTION/ RANDOM SAMPLING. <u>Analysis of contractor reports.</u> The contractor will monitor and report all patient safety incidents related to home oxygen and report to VA immediately.	Exercise of option period.
Patient Satisfaction (Surveys)		Contractor will randomly survey 10% of Home O2 Veterans monthly.	N=Number of Veteran completed surveys with positive response to questions at a 4 or 5 D= Number of Veteran surveys	90% Score of 4 or 5 on a likert scale survey	VALIDATED USER/CUSTOMER COMPLAINTS / RANDOM SAMPLING. <u>Analysis of contractor reports :</u> The contractor will monitor and report all questions and responses of Veteran satisfaction surveys quarterly via secure encrypted email.	Exercise of option period.

Task	ID	Indicator	Standard / Numerator and denominator	AQL	Method of Surveillance	Incentive
Patient Formal Complaints		Patient formal complaints regarding quality of care or safety are reported to the COR according to SOW for analysis, trending and resolution.	N=Number of Veterans formal complaints analyzed and sought resolution to completion D= Formal Complaints	90%	VALIDATED USER/CUSTOMER COMPLAINTS / RANDOM SAMPLING. <u>Analysis of contractor reports:</u> Formal complaints defined by SOW. The contractor will monitor and report all formal complaints received or observed to COR	Exercise of option period.

5. INCENTIVES

The Government shall use Exercise of Option Period as an incentive. Award of incentives shall be based on exceeding, meeting, or not meeting performance standards.

6. METHODS OF QA SURVEILLANCE

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

- a. DIRECT OBSERVATION. (Can be performed periodically or through 100% surveillance.)
- b. PERIODIC INSPECTION. (Evaluates outcomes on a periodic basis. Inspections may be scheduled [daily, weekly, monthly, quarterly, or annually] or unscheduled, as required.)
- c. VALIDATED USER/CUSTOMER COMPLAINTS. (Relies on the patient and/or VA staff to identify deficiencies. Complaints are then investigated, validated and documented.)
- d. RANDOM SAMPLING. (Designed to evaluate performance by randomly selecting and inspecting a sample of cases.
- e. Contractor Quarterly Data Submission as part of performance improvement.



QUALITY ASSURANCE WORKSHEET

Performance Rating

Deliverable/Service	✓	Quality Rating	Causative Factors	Effect on Mission	Action Required/Date	
Emergency response	<input type="checkbox"/>	Green				
	<input type="checkbox"/>	Yellow				
	<input type="checkbox"/>	Red				
New Setups	<input type="checkbox"/>	Green				
	<input type="checkbox"/>	Yellow				
	<input type="checkbox"/>	Red				
Timeliness	<input type="checkbox"/>	Green				
	<input type="checkbox"/>	Yellow				
	<input type="checkbox"/>	Red				
Patient Safety	<input type="checkbox"/>	Green				
	<input type="checkbox"/>	Yellow				
	<input type="checkbox"/>	Red				
Patient Satisfaction	<input type="checkbox"/>	Green				
	<input type="checkbox"/>	Yellow				
	<input type="checkbox"/>	Red				

7. 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:

Rating	Description
	Yes. Performance and technical specifications are being met at an Acceptable Quality Level (AQL).
YELLOW	Yes. Performance and technical specifications are currently being met at the minimum AQL, but the following service/deliverable needs contractor attention: (The Customer must identify what component of the deliverable and/or service requires attention.)
	No. Performance and technical specifications are not being met at AQL and the following service/deliverable needs immediate contractor resolution: (The Customer must identify what component of the deliverable and/or service that is below the minimum AQL.)

8. 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 via telephone and/or by electronic mail messages. In any case the COR shall document the discussion and place it in the COR file.

When the COR determines formal written communication is required, the COR shall work with the Contracting Officer and prepare a written report and the Contracting Officer will present it to the contractor's program manager.

The contractor shall acknowledge receipt of the written report. The report 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 report will also state how long after 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 report may become a part of the supporting documentation for any contractual action deemed necessary by the Contracting Officer.

9. FREQUENCY OF MEASUREMENT

a. FREQUENCY OF MEASUREMENT

During contract performance, the COR will periodically analyze whether the frequency of surveillance is appropriate for the work being performed. For this contract, performance will be monitored and reported to facility leadership no less than quarterly.

b. FREQUENCY OF PERFORMANCE ASSESSMENT RATINGS

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

Signature – Contractor Program Manager

Signature – Contracting Officer's Representative