

Quality Assurance Surveillance Plan (QASP)

The Contractor shall be evaluated in accordance with the following

QASP. For: Medical Services/Holmium Laser Services

Contract Number: TBD

Contract Description: Holmium Laser Services for patients at the Cheyenne Veterans Affairs Medical Center.

Contractor's name: TBD

1. PURPOSE

This 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.

CO: Christopher D. Vu

Organization or Agency: Department of Veterans Affairs (VA), Network Contracting Office 19 (NCO 19), Rocky Mountain Acquisition Center (RMAC).

b. Contracting Officer's Technical 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: Amanda Kaiser

3. CONTRACTOR REPRESENTATIVES

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

a. Program Manager: TBD

b. Other Contractor Personnel: TBD

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 are listed below in Section 6. 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 incentives. 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.

Measure	Reference ID	Performance Standard Requirement	Acceptable Quality Level	Method of Surveillance	Incentive	Disincentive/ Deduct
1 - For Scheduled services:	1	Equipment and technicians shall be in the Operating Room and Ready to treat patients at least 30 minutes prior to scheduled procedures	95%	Sign in sign out verification	Favorable Past Performance evaluation	Unfavorable Past Performance evaluation
2 - Device/ Equipment/ Maintenance	2	Should Meet or exceed established criteria as listed in Section C of the Specifications/ Statement of Work.	95%	Biomed inspection of equipment prior to session	Favorable Past Performance evaluation	Unfavorable Past Performance evaluation
3 - Device/ Equipment/ Maintenance	3	Device maintenance to include Service and preventive Maintenance to insure performance at or exceeding the OEM specifications, including upgrades.	95%	Biomed inspection of equipment prior to session	Favorable Past Performance evaluation	Unfavorable Past Performance evaluation
4 - Patient Safety	4	Patient safety incidents must be reported using Patient Safety Report. All incidents are reported immediately within 24 hours.	100%	Direct Observation	Favorable Past Performance evaluation	Unfavorable Past Performance evaluation
5 - Wait time	5	Contractor shall wait at least 15 minutes after scheduled procedure time prior to proceeding to the next patient.	95%	Chart Audit for procedure start time	Favorable Past Performance evaluation	Unfavorable Past Performance evaluation
6 - Training	6	Contractor shall insure contract technicians will have and maintain current certifications and annual training consistent with VA Policy. This includes privacy and cyber-security training and compliance	100%	Contractor will provide on request proof of current certification and annual training.	Favorable Past Performance evaluation	Unfavorable Past Performance evaluation
7 - Training	7	Contractor shall provide additional, appropriate training to SLC staff as applicable to ensure patient and staff safety specific to Device use.	100%	Contractor to provide documented evidence listing training and staff attendance	Favorable Past Performance evaluation	Unfavorable Past Performance evaluation

a. DOCUMENTATION REVIEW: the technicians in this contract will have regular quality reviews of

their medical records in the same way that our staff nurses and technicians reviewed. These reviews will include all charting reviewed during 12 month contract period. If the record reviews demonstrate that the care being provided falls below our standard the practitioner will be notified and will be restricted from participating in this contract.

b. **VALIDATED USER/CUSTOMER COMPLAINTS.** Customer complaint data is compiled quarterly and reviewed by Section Chief – any validated complaints against a Contractor that are not resolved within the required seven day period will be further investigated.

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

d. Verification and/or documentation provided by Contractor.

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 any further incidents will result in immediate dismissal.

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 and CO. 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 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 CO

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 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 CDRs 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 will review with the Chief, Urology Section annually to assess performance and shall provide a written assessment to Contractor and CO.

Signature – Contractor Program Manager

Signature – Contracting Officer’s Representative