

# **QUALITY ASSURANCE SURVEILLANCE PLAN**

## **TELE-HEALTH SERVICES**

### **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 will monitoring take place?
- Who will conduct the monitoring?
- How will 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: Leah Thurman, Contracting Officer

Organization or Agency: Network Contracting Office 15

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: Laurie Pfeiffer, Rural Veteran Program Manager

### **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 –

#### 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 Quality Assurance requirements, number 10 of the Performance Work Statement, includes performance standards. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

##### PERFORMANCE MEASURES

ID	PWS Reference	Indicator	Standard	Acceptable Quality Level	Method of Surveillance	Incentive
1	4.b.(5)	Appointments	Appointment cancellations a quarter $\leq 2$	95%	100% Inspection - Scheduling staff will track cancellations based on vendors request	Favorable Past Performance Evaluation
2	4.b.(5)	Availability	Appointment scheduled within 14 days of preferred date	90%	100% Inspection - Scheduling staff will track	Favorable Past Performance Evaluation
3	4.b.(4)	Equipment	Equipment Complication/ Failure a quarter $\leq 1$	95%	100% Inspection	Favorable Past Performance Evaluation
4	4.c.(1)	Customer Service/Patient Complaints	Validated Patient Complaints $\leq 1$ per year	95%	100% Inspection	Favorable Past Performance Evaluation

## 5. INCENTIVES

The Government shall use favorable past performance ratings as incentives. Incentives shall be based on meeting, or failing to meet performance standards. Failure to meet required standards may result in unfavorable past performance ratings or termination of the contract.

## 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.

Review of TeleHealth appointments scheduled with f/u responses from provider, staff and Veteran
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100% INSPECTION. (Evaluates all reports provided.)

Tasks 1-4

## 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:

Exceeds Standards/Meets Standards/Below Standards
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## 8. DOCUMENTING PERFORMANCE

### a. EXCEEDS/MEETS STANDARDS

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

### b. BELOW STANDARDS

a. The Government shall document positive and/or negative performance. Any report may become a part of the supporting documentation for any contractual action and preparing annual past performance using CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR).

b. If contractor performance does not meet the Acceptable Quality level, the CO shall inform the contractor. This will normally be in writing unless circumstances necessitate verbal communication. In any case the CO shall document the discussion and place it in the contract file. When the COR and the CO determines formal written communication is required, the COR shall prepare a Contract Discrepancy Report (CDR), and present it

to CO. The CO will in turn review and will present to the contractor's program manager for corrective action.

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 CO. The Government shall review the contractor's corrective action plan to determine acceptability. The CO shall also assure that the contractor receives impartial, fair, and equitable treatment. The CO is ultimately responsible for the final determination of the adequacy of the contractor's performance and the acceptability of the Contractor's corrective action plan.

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

## **9. 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 communicate with the Contractor and will provide written reports to the Contracting Officer quarterly (or as outlined in the contract or COR delegation) to review Contractor performance.

After award of the contract, the contractor's Program Manager, the COR, and Contracting Officer shall sign this document.

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Signature – Contractor Program Manager

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Signature – Contracting Officer's Representative

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Signature – Contracting Officer