

Quality Assurance Surveillance Plan (QASP)

Project Title: Health Care for Homeless Veterans (HCHV)
Contracted Emergency Residential Services

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

Contract Description: The VA Northern California Health Care System (VANCHCS) requires contractors to provide services as part of its community based Health Care for Homeless Veterans (HCHV) Contract Emergency Residential Services program. The goal of the HCHV program is to remove homeless Veterans from the street or habitation unfit for Veterans and place them in community-based, residential environments with sufficient supportive services to meet their needs and ultimately, facilitate the improvement of their overall health status and housing situation.

Contractor's Name: <Enter company name> (hereafter referred to as the contractor)

INTRODUCTION

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.
- Method and frequency of surveillance.
- Who will conduct surveillance
- How surveillance efforts and data will be documented.

This QASP does not detail how the contractor accomplishes the work. Rather, the QASP is created with the expectation 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 based on the premise, the Government desires to maintain a quality standard in providing residential and supportive services to its patients. The resulting contract is considered the best means of achieving that objective. This Quality Assurance Surveillance Plan (QASP) has been developed to evaluate contracted programs' activities while implementing the Statement of Work (SOW) incorporated into the contract. It is designed to provide an effective surveillance method of monitoring Contractor 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: <Upon award, Government will enter name>

Organization or Agency: Department of Veterans Affairs, Office of Acquisition and Material 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 COTR: <Upon award, Government will enter name>

c. Other Key Government Personnel - <Upon award, Government will enter name, if applicable. This may include Performance Monitors, Clinical Quality experts, etc. who act on behalf of the COTR to monitor performance.>

3. CONTRACTOR REPRESENTATIVES

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

a. Program Manager – <Enter name>

b. Other Contractor Personnel – <Enter name(s) or delete these lines if not applicable>

Title(s): <Enter title(s) or delete these lines if not applicable>

4. PERFORMANCE STANDARDS

Performance standards define desired services. They are comprised of performance indicators (some characteristic of a deliverable that can be measured) and performance measures (a mark, measure or benchmark that government personnel use as a point of comparison when evaluating contractor performance). The Government performs surveillance to determine if the contractor exceeds, meets or does not meet these standards.

The SOW identifies the requisite performance indicators. The Government shall use the corresponding standards below to determine contractor performance in relation to those indicators and shall compare contractor performance to the Acceptable Quality Level (AQL), also identified below, to determine overall contractor performance score.

| Performance Indicators | SOW Ref | Performance Measure | Acceptable Level of Quality | Method of Assessment | Incentive | Dis-incentive |
|------------------------|----------|--|--|----------------------|---------------------------|---------------------------|
| Occupancy | Para. C | Program will maintain minimum acceptable level of occupancy through collaboration with VA and independent outreach efforts. | Occupancy shall not average less than 70% for any given quarter | Direct Observation | Positive Past Performance | Reduction In Beds |
| Care Planning | Para. C3 | The program will engage the veteran in a collaborative assessment of needs, including barriers to stable housing, and create an initial plan to address those concerns within 14 days of admission. | 75% of Veteran charts reviewed will demonstrate that a comprehensive written care plan was completed by day 14 | Periodic Inspection | Positive Past Performance | Negative Past Performance |
| Case Management | Para. C3 | Program will provide individual case management and/or professional counseling that focuses, at a minimum, on housing stabilization, increased income, and access to and engagement in care through appropriate providers of physical and mental health care services. | 75% of Veterans will engage in individual case management meetings 3 (or more) x per month | Periodic Inspection | Positive Past Performance | Negative Past Performance |
| Independent Housing | Para. D | Discharge to permanent, independent housing shall be monitored as an indicator of contractor's efforts to achieve positive outcomes for all Veterans referred. | 35% or higher of all Veteran discharges will be to an independent, permanent housing arrangement | Periodic Inspection | Positive Past Performance | Decreased referrals |
| Negative Exits | Para. D | Negative exits, which shall be defined as discharges involving Veterans being asked to leave the program due to rule violation or otherwise leaving the program without consulting program staff in any way, shall be monitored on a continuous basis. | 30% or less of all Veteran discharges will meet criteria to be defined as negative exits. | Periodic Inspection | Positive Past Performance | Decreased referrals |

5. 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.

a. DIRECT OBSERVATION. (Can be performed periodically or through 100% surveillance.)

- Occupancy

b. PERIODIC INSPECTION. (Inspections for HCHV CERS Programs will occur quarterly)

- Care Planning
- Case Management
- Independent Housing
- Negative Exits

6. 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:

100% Positive Performance
95% Neutral Performance
90% Negative Performance

7. DOCUMENTING PERFORMANCE

a. ACCEPTABLE PERFORMANCE (100% Rating)

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

b. UNACCEPTABLE PERFORMANCE (90% Rating)

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 COR determines formal written communication is required, the COTR 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 receipt the contractor has to present this corrective action plan to the COTR. 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.

8. FREQUENCY OF MEASUREMENT

a. Frequency of Surveillance

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 quarterly to assess performance.

Signature – Contractor Program Manager

Signature – Contracting Officer's Representative

Attachments:

1. Contract Performance Report
2. Contract Discrepancy Report

Attachment 1

Contract Performance Report

1. Contract Number: <insert number>
2. Prepared by: (Name of COR) <insert name>
3. Date and time of observation:
4. Observation:

<Examples of items to include in a report are:

- Method of surveillance.
- How frequently you conducted surveillance.
- Surveillance results.
- Number of observations.>

5. Performance Rating (in accordance with QASP, paragraph 6):

Signature – Contracting Officer's Representative

Date

Attachment 2

Contract Discrepancy Report (CDR)

TO: (Contractor Program Manager or onsite representative) <insert name>

FROM: (Name of COTR) <insert name>

1. Contract Number: <insert number>

2. Date and time observed discrepancy:

3. Discrepancy/Problem/Issue:

<Describe in detail. Identify any attachments.>

4. Corrective action plan:

5. A written corrective action plan <is/is not> required. <If a written corrective action plan is required include the following.> The written Corrective Action Plan will be provided to the undersigned not later than <# days after receipt of this CDR.>

Signature – Contracting Officer's Technical Representative

Date

Received by:

Signature – Contracting Program Manager or Onsite Representative

Date

Distribution:

<Name & Title - Contracting Officer>

<The COTR may initiate a CDR at any time, including whenever the number of monthly recorded defects for a performance standard exceeds the allowable number of defects; anytime unacceptable performance is determined critical in nature and requires formal corrective action; and whenever an unfavorable trend is detected in contractor performance.>