

### D.3 Quality Assurance Surveillance Plan (QASP)

Measures	PWS Reference	Performance Requirement	Standard	Acceptable Quality Level	Surveillance Method	Incentive	Disincentive/Deduct
1 - Key Personnel	2.4	Provide required medical service as specified in the requirements. Qualified personnel are available and in location as needed to properly perform tasks as specified.	100%	100%	Random Inspection, Time and Attendance Sheets, Quality Assurance Reports	Favorable contactor performance evaluation.	Unfavorable contractor performance evaluation
2 - Patient Safety	4.2	Patient safety incidents must be reported using Patient Safety Report. All incidents reported immediately (within 24 hours.)	100%	100%	Direct Observation	Favorable contactor performance evaluation.	Unfavorable contractor performance evaluation
3 - Maintains licensing, registration, and certification	2.1.1 2.1.3	Updated Licensing, registration and certification will be provided as they are renewed. Licensing and registration information kept current.	100%	100%	Periodic Sampling and Random Sampling	Favorable contactor performance evaluation.	Unfavorable contractor performance evaluation
4 - Mandatory Training	2.1.5	Contractor completes all mandatory required training Contractor will complete all required training per VAMC policy	100%	100%	Contractor to provide documented evidence	Favorable contactor performance evaluation.	Suspension or termination of all physical and/or electronic access privileges and removal from contract until such time as the training is complete
5 - Privacy, Confidentiality and HIPPA	4.4.2	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%	100%	Contractor to provide evidence of annual training required by VAMC, reports violations per VA Directive 6500.6.	Favorable contactor performance evaluation.	Immediate removal from contract
			100%	100%			
6 - Timely Invoicing	6.1	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%	100%	Inspection	Favorable contactor performance evaluation.	Unfavorable contractor performance evaluation