

Report	Description	Due Date	SOW Reference
Non-compliant Behavior (Fire & Safety - Self Harm)	The contractor shall report non-compliant behavior with fire safety guidelines set forth in the Patient education and re-assessment material and/or behaviors which pose a risk of self-harm or harm to others.	Such behavior shall be reported to the COR or their designee during the home visit if the contractor's staff determines the Patient's non-compliant behavior	35.12
Refusal of Services	The Contractor shall notify the local Prosthetics Respiratory Coordinator and have the patient sign an AMA form (Attachment C) at the time of refusal. The Contractor shall also report the specifics of the refusal to the COR or designee by telephone while in Patient's home.	Within 5 business days of visit	35.10
Periodic Performance Review Report	The Contractor shall provide a written, quarterly report addressing all Joint Commission Standards for improving organizational performance	within 90 days of the end of base or option year annually	35.1
Incident Report	The Contractor shall report special incidents found or occurring during a home visit; to include finding Patients in need of emergency medical assistance, safety hazards that do not fall into the category of presenting immediate life-threatening danger to the Patient or Contractors staff, inability to contact a Patient within a reasonable period of time, and any other incident meeting the Contractors written policy for incident reporting according to Joint Commission accreditation standards.	Within 24 hours. Life threatening situations (i.e. 911, police, etc.) shall be reported to the proper authorities immediately.	35.2
Customer Satisfaction Report	The Contractor shall collect satisfaction data from contracted Patients and their families on a quarterly basis in accordance with Joint Commission standards	within the 5 th working day at the conclusion of the quarter.	35.3
Infection Control Report	The Contractor shall collect, trend, and report on data related to the Contractor's Infection Control	within the 10 th working day at the conclusion of the	35.4

	Program	quarter.	
Report	Description	Due Date	SOW Reference
Performance Improvement Report	The Contractor shall collect, trend, and report on important processes and outcomes data related to Patient care and organizational functions	within the 10 th working day at the conclusion of the quarter	35.5
Fall Prevention Report	The Contractor shall collect data on falls and outcomes through conversations with the patient and caregivers on a quarterly basis for each contract performance period.	within the 10 th working day at the conclusion of the quarter.	35.6
Home Visit Report	Contractor shall provide a report on equipment and home safety education, deliveries of supplies (if applicable), compliance to prescription every 6 months for all oxygen patients and monthly for Patients using Ventilators. Report shall be inclusive to all veterans serviced under the contract. Data shall include date of last home visit, due date of next home visit, incomplete home visits including documentation and action plan.	Every 6 month for all oxygen patients and monthly for patients using ventilators.	35.7
Sentinel Events	The Contractor shall inform the local Prosthetics Home Respiratory Coordinator immediately of a sentinel event (as defined by Joint Commission) via phone, encrypted email and fax that occurs during the performance of this contract that involves the patients serviced under this contract	Immediately	35.9
Performance Improvement Report	The Contractor shall collect, trend, and report on important processes and outcomes data related to Patient care and organizational functions to the COR or designee on a quarterly basis for each contract performance period via encrypted email and fax.	within the 10th working day at the conclusion of the quarter	35.5

Report	Description	Due Date	SOW Reference
Priority Patient Concern (PPC) report (Attachment B)	The Contractor shall provide Priority Patient Concern (see attachment B) reports throughout the contract period	initial notification shall be made immediately via phone to the local Prosthetics Coordinator or VISN 12 Program Support Assistant with a report sent within 24 hours of when the Contractor is aware of the event.	35.8