

QUALITY ASSURANCE SURVEILLANCE PLAN

For: Optometrist

Contract Number: (Pending)

Contract Description: Optometry direct care services for patients at the PFC Floyd K. Lindstrom Outpatient Clinic (Colorado Springs) and the Pueblo VA Clinic.

Contractor's name: (hereafter referred to as the contractor).

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 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.

Assigned CO:

Organization or Agency: Department of Veterans Affairs, Office of Acquisition and Materiel 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 COR: Lauren Bradbury

c. Other Key Government Personnel – Jennine Lambert ,MD, Associate Chief of Staff/Ambulatory Care Services Southern Colorado

3. CONTRACTOR REPRESENTATIVES

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

a. Program Manager – Lauren Bradbury

Title: Administrative Officer, Ambulatory Care Service

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 Summary Matrix includes performance standards. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

Task	ID	Indicator	Standard	Acceptable Quality Level	Method of Surveillance	Incentive
Clinic Information	1	Outpatient care information is provided immediately	Patient progress notes written within 24hrs	90%	Random Inspection (auditing)	Employment
	2	Outpatient Care: care & documentation meets peer review and EPRP for community standards and clinical performance measures	patient progress notes and EPRP data	% set by EPRP	Random Inspection (auditing)	Employment
Quality Care	3	Quality Care Review	Optometrist under this contract will have 5 reviews every 6 months of patient medical records	100%	patient medical records review	Employment Disincentive – providers found to be providing care less than standard trigger points will be subject to Focused Professional Privilege Evaluation for 3 months
	4	Provider credentialing.	All providers must be credentialed at the VA Eastern Colorado Healthcare System during the period of employment.	100%	100% Inspection	Employment
Patient Safety	5	Patient Safety incidents must be reported using Patient Safety Report	All incidents reported immediately (within 24 hrs)	100%	Direct Observation	Employment
Patient Satisfaction	6	Patient complaints about the quality of care are reported to the Patient Advocate, COR and Contractor	All patient complaints are reported immediately (within 24 hrs) and resolved within 7 days	100%	Random Inspection (auditing)	Employment
	7	Optometrist and staff are familiarized with the process outlined in the contractors grievance procedures as well as patient rights	All optometrist and staff are educated	100%	Contractor to provide documented evidence that both have been reviewed	Employment

5. INCENTIVES

The Government shall use employment 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 above in the administration of this QASP.

a. Documentation Review: the optometrist in this contract will have regular quality reviews of their medical records in the same way that our staff physicians are reviewed. If the record reviews demonstrate that the care being provided falls below our stand trigger points the practitioner will be notified and subjected to a Focused Professional Privilege Evaluation for 3 months. At that time a decision will be made whether the problems are remedial or his/her privileges will be revoked and he/she will be removed from the contract.

b. Validated User/Customer Complaints: Customer complaint data is compiled quarterly and reviewed by the Service 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 will be reviewed will be randomly selected and cover the period of service.

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:

Acceptable or Unacceptable

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 CO/COR shall inform the contractor. This will normally be in writing unless circumstances necessitate verbal communication. In any case the CO/COR shall document the discussion and place it in the COTR file.

When the CO/COR determines formal written communication is required, the CO/COR 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.

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 Service Chief and/or COR may meet semi-annually with the contractor to assess performance and may provide a written assessment.

After award, both the contractor's Program Manager and the COR shall sign this document.

Signature – Contractor Program Manager

Signature – Contracting Officer's Technical Representative