

## QUALITY ASSURANCE SURVEILLANCE PLAN

FOR: Contract Nursing Staff at the Nashville and Murfreesboro VA Medical Centers

CONTRACT NUMBER: \_\_\_\_\_

DESCRIPTION: Furnish services of Registered Nurses, Licensed Practical Nurses, and Nursing Assistants for coverage in accordance with the PWS.

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 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: Sara Vickroy  
ORGANIZATION: Department of Veterans Affairs, VISN 9 Network Contracting Activity

b. Contracting Officer's Technical 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.

TVHS AGENCY LICENSED PRACTICAL NURSE (LPN) / NURSING ASSISTANT (NA)

SERVICES ASSIGNED COR: Jennifer Smith, Health Systems Specialist

SERVICES ASSIGNED ALT COR: Renee Olszewski

**3. CONTRACTOR REPRESENTATIVES**

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

a. PROGRAM MANAGER: \_\_\_\_\_

b. OTHER 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 Skills Required in the Statement of Work includes performance standards. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

Individual will follow and meet all medical center and clinical policies, procedures, rules and regulations. Individual will be provided with and will follow all Tennessee Valley Health System (TVHS) Medical Center memorandums, VHA Directives, Policies and Procedures, as well as specific direction from VA Nurse Managers or designees.

TASK	ID	INDICATOR	STANDARD	AQL	METHOD OF SURVEILLANCE	INCENTIVE
<b>PATIENT CARE QUALITY OF CARE</b>	1	Assessment:  -Ongoing and/or urgent reassessment  -Assessing the services that are provided must be made accessible when clinically needed to patients receiving care at TVHS  -Documentation in CPRS  -Review and reconcile patient's medication on a regular basis	All VAMC TVHS Memorandum, VHA Directives, Standards of Industry Practice, Standards of Care	100%	Individual evaluation tool	If less than acceptable, staff may not be called back. May be dismissed immediately.

<b>PATIENT CARE QUALITY OF CARE</b>	2	Plan  -Patient education  -Collaborates with team members, MDs, and other disciplines.	All TVHS Memorandum, VHA Directives, Standards of Practice, Standards of Care	100%	Individual evaluation tool	If less than acceptable, staff may not be called back. May be dismissed immediately.
<b>PATIENT CARE QUALITY OF CARE</b>	3	-Monitor and document treatment plans, including tracking progress in care delivered, the outcomes achieved and the goals attained	All TVHS Memorandum, VHA Directives, Standards of Practice, Standards of Care	100%	Individual evaluation tool	If less than acceptable, staff may not be called back. May be dismissed immediately.
<b>PATIENT CARE QUALITY OF CARE</b>	4	-Fully licensed, current in AHA Healthcare Provider BLS or AHA card and VET Pro completed  -RN will maintain current licensure and have at least two years of nursing experience specific to unit assigned.	All TVHS Memorandum, VHA Directives, Standards of Practice, Standards of Care	100%	Individual evaluation tool	If less than acceptable, staff may not be called back. May be dismissed immediately.
<b>PATIENT SATISFACTION</b>	5	Patient complaints are reported to the manager or head of a department/unit.	All patient complaints are reported immediately	0%  (None)	Tell The Director Comment Card, Incident Reporting, Patient Advocate	If less than acceptable, staff may not be called back. May be dismissed immediately.

## 5. INCENTIVES

The Government shall use incentives based on exceeding, meeting or not meeting performance standards.

## 6. METHODS OF SURVEILLANCE

Various methods exist to monitor performance. The COTR or designee shall use the surveillance methods listed below in the administration of this QASP:

- **DIRECT OBSERVATION**  
IDs 1 – 4. Observation and random inspection (auditing); surveys.
- **VALIDATED USER / CUSTOMER COMPLAINTS**  
ID 5. Combines elements of validated user complaints and random sampling. Random survey is conducted to solicit user satisfaction. Inspections and sampling may also be generated.

## 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 positive neutral, or negative outcomes. The following ratings shall be used:

- Exceeds
- Meets
- Does Not Meet

## **8. 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 COTR shall inform the contractor. This will normally be in writing unless circumstances necessitate verbal communication. In any case, the COTR shall document the discussion and place it in the COTR file.

When the COTR 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 responsibility. Any CDRs may be a part of the supporting documentation for any contractual action deemed necessary by the CO.

The Government reserves the right to dismiss any contractor employee for unacceptable performance without need for a corrective action plan.

## **9. FREQUENCY OF MEASUREMENT**

### **a. MEASUREMENT**

Measurements will be accomplished quarterly. During contract performance, the COTR or designee will periodically analyze whether the negotiated frequency of surveillance is appropriate for the work being performed.

### **b. ASSESSMENT**

Assessment Meetings will be accomplished monthly. The COTR shall meet with the contractor monthly (or as deemed necessary by the COTR) to assess performance and shall provide a written assessment quarterly or as necessary.

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***By signing this, each party understands and agrees to the Quality Assurance Surveillance Plan.***

  
\_\_\_\_\_  
Signature – Contract Program Manager

  
\_\_\_\_\_  
Signature – COTR