

CONTRACT DESCRIPTION:

1. This position is to support the direct patient care needs at the EPVAHCS, located at 5001 N Piedras St., El Paso, Texas and work will commence there immediately upon completion of orientation. Additionally, Primary Care Physicians will be required to support the entire geographical location of the EPVAHCS, which includes the following locations:

- A. Eastside Community Based Outpatient Clinic (CBOC), 2400 Trawood Drive Suite 200, El Paso, TX 79936
- B. Las Cruces Community Based Outpatient Clinic (CBOC) 1635 Don Roser, Las Cruces, NM 88001
- C. El Paso VA, Outpatient Clinic, 5001 N Piedras St., El Paso, TX 79930

Physician will be required to work cooperatively with other physicians, advanced practice nurses, physician assistants, registered nurses, and a variety of allied health professionals to deliver comprehensive health care services to civilian and military patients. Services may be provided face to face or through tele-health. The medical center utilizes a computerized medical record system. The physician must be familiar with personal computers, have adequate typing skills to perform data entry (progress notes and physician orders), and be able to navigate through windows based computer programs. Training on the computerized system will be provided by the medical center. The physician must provide proof that he/she has had a two-step tuberculosis skin test, testing is up-to-date, and documentation must be received the day of employment. If the physician has had a negative test within the past 12 months, a single step test will be done and again documentation needs to be provided prior to starting employment.

SPECIFIC DUTIES AND RESPONSIBILITIES:

- 1. The physician shall follow and meet all EPVAHCS policies, performance measures, rules and regulations.
- 2. The physician is required to be certified in Basic Life Support (BLS) and to maintain the certification during their work for the EPVAHCS.
- 3. The physician is required to be Advanced Cardiac Life Support (ACLS) certified and to maintain the certification during their work for the EPVAHCS.
- 4. The physician shall function as a full team member of the interdisciplinary team, serving patients at the EPVAHCS, El Paso, TX.
- 5. Provide history, physical examination, diagnosis, and initiation of medical treatment.
- 6. An outpatient progress note must be completed for each episode of care.
- 7. Initiate and facilitate treatment and transfer in emergency situations.
- 8. A discharge summary will be completed when a patient is released from inpatient care. Established criteria will be followed for the completeness and timeliness of the summary.
- 9. Follow-up office visits for existing medical problems and appropriate diagnostic tests and medication adjustments.
- 10. Referral of patients as needed to appropriate specialists, health care facilities, and coordination of home health services.
- 11. Document assessments and plan of care for each patient in accordance with policies and procedures.
- 12. Clinic note completed, documented, and encounter closed in CPRS same day of visit with the patient.
- 13. View alerts to be addressed within 24 hours of receipt and no more than 75 view alerts permitted to be carried over to the following day.
- 14. Participation in the facilities PEER review process, including the external review.
- 15. Provides telemedicine service via Clinical Video conferencing, as needed, to other EPVAHCS primary care setting for cross coverage.
- 16. Act as consultant in clinical practice.
- 17. Collaborate with other disciplines to ensure continuity of patient care.
- 18. Collaborate and act as a patient advocate.
- 19. Maintain knowledge of new and current clinical methods.

HOURS OF PERFORMANCE:

- 1. Work Hours: 8:00 a.m. to 4:45 p.m. (45 minute lunch break inclusive) Monday through Friday except for National Holidays. Time sheets should be submitted to the COR via email or fax who will then sign and forward to the physician's parent organization. It is expected that the physician will work a full 8 hours per day, and not a flexible schedule, as patients will be scheduled from 8:00 a.m. - 4:45 p.m., daily. Each full time provider is required to work a minimum of 80 hours per pay period (every two weeks) unless on leave status.

National Holidays:

New Year's Day	January 1 st
Martin Luther King's Birthday	Third Monday in January
President's Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4 th
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veterans Day	November 11 th
Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25 th

2. When a holiday falls on a Sunday, the following Monday shall be observed as a legal holiday. When a holiday falls on a Saturday, the preceding Friday is observed as a legal holiday by U.S. Government agencies. Also included, would be any other day specifically declared by the President of the United States of America to be a National Holiday.

INFORMATION SECURITY AND PRIVACY:

The C&A requirements do not apply, and that a Security Accreditation Package is not required.

The contractor, their personnel, and their subcontractors shall be subject to the Federal laws, regulations, standards, and VA Directives and Handbooks regarding information and information system security as delineated in this contract.

A contractor/subcontractor shall request logical (technical) or physical access to VA information and VA information systems for their employees, subcontractors, and affiliates only to the extent necessary to perform the services specified in the contract, agreement, or task order.

All contractors, subcontractors, and third-party servicers and associates working with VA information are subject to the same investigative requirements as those of VA appointees or employees who have access to the same types of information. The level and process of background security investigations for contractors must be in accordance with VA

Directive and Handbook 0710, Personnel Suitability and Security Program. The Office for Operations, Security, and Preparedness is responsible for these policies and procedures.

The contractor or subcontractor must notify the Contracting Officer immediately when an employee working on a VA system or with access to VA information is reassigned or leaves the contractor or subcontractor's employ. The Contracting Officer must also be notified immediately by the contractor or subcontractor prior to an unfriendly termination.

Information made available to the contractor or subcontractor by VA for the performance or administration of this contract or information developed by the contractor/subcontractor in performance or administration of the contract shall be used only for those purposes and shall not be used in any other way without the prior written agreement of the VA. This clause expressly limits the contractor/subcontractor's rights to use data as described in Rights in Data - General, FAR 52.227-14(d) (1).

VA information should not be co-mingled, if possible, with any other data on the contractors/subcontractor's information systems or media storage systems in order to ensure VA requirements related to data protection and media sanitization can be met. If co-mingling must be allowed to meet the requirements of the business need, the contractor must ensure that VA's information is returned to the VA or destroyed in accordance with VA's sanitization requirements.

VA reserves the right to conduct on-site inspections of contractor and subcontractor IT resources to ensure data security controls, separation of data and job duties, and destruction/media sanitization procedures are in compliance with VA directive requirements.

The contractor/subcontractor shall not make copies of VA information.

If VA determines that the contractor has violated any of the information confidentiality, privacy, and security provisions of the contract, it shall be sufficient grounds for VA to withhold payment to the contractor or third party or terminate the contract for default or terminate for cause under Federal Acquisition Regulation (FAR) part 12.

VA prohibits the installation and use of personally-owned or contractor/subcontractor-owned equipment or software on VA's network. If non-VA owned equipment must be used to fulfill the requirements of a contract, it must be stated in the service agreement, SOW or contract. All of the security controls required for government furnished equipment (GFE) must be utilized in approved other equipment (OE) and must be funded by the owner of the equipment. All remote systems must be equipped with, and use, a VA-approved antivirus (AV) software and a personal (host-based or enclave based) firewall that is configured with a VA- approved configuration. Software must be kept current, including all critical updates and patches. Owners of approved OE are responsible for providing and maintaining the anti-viral software and the firewall on the non-VA owned OE.

All contractor employees and subcontractor employees requiring access to VA information and VA information systems shall complete the following before being granted access to VA information and its systems:

- Sign and acknowledge (either manually or electronically) understanding of and responsibilities for compliance with the Contractor Rules of Behavior, Appendix E relating to access to VA information and information systems;
- Successfully complete the VA Cyber Security Awareness and Rules of Behavior training and annually complete required security training;
- Successfully complete the appropriate VA privacy training and annually complete required privacy training; and
- Successfully complete any additional cyber security or privacy training, as required for VA personnel with equivalent information system access [to be defined by the VA program official and provided to the contracting officer for inclusion in the solicitation document – e.g., any role-based information security training required in accordance with NIST Special Publication 800-16, Information Technology Security Training Requirements.]

The contractor shall provide to the contracting officer and/or the COR a copy of the training certificates and certification of signing the Contractor Rules of Behavior for each applicable employee within 1 week of the initiation of the contract and annually thereafter, as required.

Failure to complete the mandatory annual training and sign the Rules of Behavior annually, within the timeframe required, is grounds for suspension or termination of all physical or electronic access privileges and removal from work on the contract until such time as the training and documents are complete.

Consistent with the requirements of 38 U.S.C. §5725, a contract may require access to sensitive personal information. If so, the contractor is liable to VA for liquidated damages in the event of a data breach or privacy incident involving any SPI the contractor/subcontractor processes or maintains under this contract.

The contractor/subcontractor shall provide notice to VA of a "security incident" as set forth in the Security Incident Investigation section above. Upon such notification, VA must secure from a non-Department entity or the VA Office of Inspector General an independent risk analysis of the data breach to determine the level of risk associated with the data breach for the potential misuse of any sensitive personal information involved in the data breach. The term 'data breach' means the loss, theft, or other unauthorized access, or any access other than that incidental to the scope of employment, to data containing sensitive personal information, in electronic or printed form, that results in the potential compromise of the confidentiality or integrity of the data. Contractor shall fully cooperate with the entity performing the risk analysis. Failure to cooperate may be deemed a material breach and grounds for contract termination.

QUALITY ASSURANCE MONITORING:

- 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.
- 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.

Performance Standards: (OPPE) Performance standards define desired services. The Government performs surveillance to determine if the contractor exceeds, meets or does not meet these standards. The Government shall use these standards to determine contractors' performance.

Task	Indicator	Standard	Acceptable Quality Level	Method of Surveillance
1.0 Patient Care	Performs within Scope of Granted Privileges	Performs within Scope of Granted Privileges at all times, approved by Credentialing.	100%	Direct Observation & Periodic Inspection through communications with Credentialing
2.0 Medical/Clinical Knowledge	Maintains required VA training and knowledge Provider Privacy Training	Performs necessary required training to stay current on an annual basis.	100%	Periodic Inspection through certificates of completion.
	Maintains required VA training and knowledge of Privacy Policy Review.	Performs necessary required review to stay current on an annual basis	100%	Periodic Inspection through certificates of completion.
	Maintains required VA training and knowledge of Cyber security Training (staff with computer access)	Performs necessary required training to stay current on an annual basis	100%	Periodic Inspection through certificates of completion.
	Maintains required VA training and knowledge of Basic Life Support CPR Certification	All Providers performing on-site care shall provide current certification of BLS in care of the patient	100%	Periodic Inspection through certificates of completion.
3.0 Interpersonal & Communication Skills	Number of validated patient/staff complaints	Providers are expected to demonstrate interpersonal communication skills/maintain professional relationships with patients and members of the health care team.	100%	Validated user/customer complaints & Direct Observation
	Number of patient/staff compliments.	Providers are expected to demonstrate interpersonal communication skills/maintain professional relationships with patients and members of the health care team.	100%	Observation & documented compliments noted.

Task	Indicator	Standard	Acceptable Quality Level	Method of Surveillance
4.0 Professionalism	Attendance- Punctuality of work	Practitioners are expected to demonstrate behaviors and commitment to continuous professional development & responsible attitude toward patients, their profession	100%	Direct Observations
	Arranges proper clinical coverage during planned absences	Practitioners are expected to demonstrate both an understanding of the contexts and systems in which health care is provided, and the ability to apply this knowledge to improve and optimize health care.	100%	Direct Observations and contractors provided schedule of practitioners dates planned on-site
	Maintains effective workload	Practitioners are expected to demonstrate behaviors and commitment to continuous professional development & responsible attitude toward patients, their profession	100%	Direct Observation & Incomplete Report status tracking daily & monthly cumulative totals
	Attendance at SVC. Meetings, RCAs, etc.	Practitioners are expected to attend IDCP team meetings and RAI/MDS meetings consistently and be prepared to give information.	90%	Direct observation and attendance records of meetings.
5.0 System Based Practice	CPRS Management for patient care	Clinic notes completed, documented, and encounter closed same day of visit. View alerts addressed within 24 hours/No more than 75 view alerts carried over to following day.	100%	Direct Observation, Incomplete report status tracking daily, & cumulative totals