

QUALITY ASSURANCE SURVEILLANCE PLAN

For: Medical Services

Contract Number: _____

Contract Description: Provide Urology Services for Grand Junction VA Medical Center (GRJVAMC). Contractor will provide services on-station and off-station.

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: Susan Cowin CO / Edward E. Marshburn ACO

Organization or Agency: Department of Veterans Affairs, VISN19, SAO West NCO 19 Rocky Mountain Acquisition Center (RMAC)

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: _____

c. Other Key Government Personnel: _____

3. CONTRACTOR REPRESENTATIVES

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

a. Program Manager - _____

b. Other Contractor Personnel - _____

Title: _____

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, Page 33 in paragraph 26 in the Performance Work Statement (PWS), includes performance standards. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

5. OPTION PERIOD EVALUATION CRITERIA

The Government may exercise Option Periods depended upon past performance evaluations which 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 below in the administration of this QASP.

Task	I D		Standard	Acceptable Quality Level	Method of Surveillance	Evaluation Criteria
Clinic Information	1	Inpatient Care: information is provided immediately	Patient progress notes written and signed within 30 days	90%	Random inspection (auditing)	Past performance

Task	I D		Standard	Acceptable Quality Level	Method of Surveillance	Evaluation Criteria
Clinic Information	2	Inpatient Care: documentation of follow up is required	Patient progress note written by attending physician when there is a substantial change in clinical status or every 4 days	100%	Random inspection (auditing)	Past performance
Clinic Information	3	Usage of CPRS	CPRS will be used to document all services conducted at GRJVAMC	100%	Random Inspection (auditing)	Past Performance
Clinic Information	4	Consent Forms	Consent forms will be completed for procedures completed at the GRJVAMC	95%	Random Inspection (auditing)	Past Performance
Clinic Information	5	Post-operative Occurrences	Per the Medical Center's Peer Review Standard and NSQIP driven surgical occurrences for all providers	Peer Reviews will not exceed three Level II or three Level III within a six month window	Ongoing NSQIP reviews and Infection Control Surveillance of all pertinent cases Focused reviews as indicated.	Past Performance
Quality of Care	6	Provider credentialing.	All providers must be credentialed at the GRJVAMC	100%	Verified with Medical Staff Office	Past performance

Task	I D		Standard	Acceptable Quality Level	Method of Surveillance	Evaluation Criteria
Patient Safety	7	Patient safety incidents must be reported using Patient Safety Report.	All incidents reported immediately (within 24 hours.)	100%	Direct Observation	Past performance
Patient Satisfaction	8	Patient complaints about the quality of care are reported to the Medical Center Patient Advocate, the COR, and the Contractor	All patient complaints are reported immediately (within 24 hours) and resolved within 7 days	100%	Random inspection (auditing).	Past performance

a. **DOCUMENTATION REVIEW:** the physicians 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 standard trigger points the practitioner will be notified.

b. **VALIDATED USER/CUSTOMER COMPLAINTS.** Customer complaint data is compiled quarterly and reviewed by Service Chief – any validated complaints against a contractor that are not resolved within the required seven day period will be further investigated.

d. **RANDOM SAMPLING.** Patient treatment files to 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:

One (1) incident of not meeting the performance standard will result in verbal counseling, second incident will be documented in a written warning any further incidents will result in removal from the contract.

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 contract 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 CO/COR. 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 COTR may meet with the contractor semi-annually to assess performance and may provide a written assessment.

Signature – Contractor Program Manager

Signature – Contracting Officer's Representative