

QUALITY ASSURANCE SURVEILLANCE PLAN

FOR: Contract Nursing Staff at the Lexington, KY. VA
Medical Centers

CONTRACT NUMBER: _____

DESCRIPTION: Furnish services of Registered Nurses (Specialty/non-specialty) and nursing assistants for coverage in accordance with the Performance Work Statement.

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: Carol Franklin, Contracting Officer
ORGANIZATION: Department of Veterans Affairs, NCO 9 Network Contracting Office

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: Curtis King, Nurse Recruiter

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 include 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 Lexington VAMC memorandums, VHA Directives, Policies and Procedures, as well as specific direction from Lexington VAMC Nurse Managers or designees.

| TASK | ID | INDICATOR | STANDARD | AQL | METHOD OF SURVEILLANCE | INCENTIVE | PSW LOCATION | DISINCENTIVE |
|---|----|---|--|------|---|--|-------------------------|--|
| PATIENT CARE QUALITY OF CARE | 1 | Patient's Assessment: | All Lexington VAMC Memorandum, VHA Directives, Standards of Industry Practice, Standards of Care | 100% | Individual evaluation tool and competence exams | In the event of excellent performance the Lexington VAMC will provide the contractor with an evaluation. | Responsibility page 3-6 | If less than acceptable, staff may not be called back. May be dismissed immediately. |
| | | -Ongoing and/or urgent reassessment | | | | | | |
| | | -Assessing the services that are provided must be made accessible when clinically needed to patients receiving care at Lexington VAMC | | | | | | |
| | | -Documentation in CPRS must be completed by the end of shift. | | | | | | |
| | | -Review and reconcile patient's medication on a regular basis | | | | | | |

SUPPLEMENTAL NURSING – LEXINGTON VAMC

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|---|---|--|---|----------------|---|--|-------------------------|--|
| PATIENT CARE QUALITY OF CARE | 2 | Plan -Patient education -Collaborates with team members, MDs, and other disciplines. | All Lexington VAMC Memorandum, VHA Directives, Standards of Practice, Standards of Care | 100% | Individual evaluation tool and competence exams | In the event of excellent performance the Lexington VAMC will provide the contractor with an evaluation. | Responsibility page 3-6 | If less than acceptable, staff may not be called back. May be dismissed immediately. |
| PATIENT CARE QUALITY OF CARE | 3 | -Monitor and document treatment plans, including tracking progress in care delivered, the outcomes achieved and the goals attained | All Lexington VAMC Memorandum, VHA Directives, Standards of Practice, Standards of Care | 100% | Individual evaluation tool and competence exams | In the event of excellent performance the Lexington VAMC will provide the contractor with an evaluation. | Responsibility page 3-6 | If less than acceptable, staff may not be called back. May be dismissed immediately. |
| PATIENT CARE QUALITY OF CARE | 4 | -RN current unrestricted state issued license, current in AHA Healthcare Provider BLS and ACLS and VET Pro completed. NA is certified NA (CNA)/SRNA, current AHA Healthcare Provider BLS. -RN's will maintain current licensure and have at least two years of nursing experience (specialty RNs must have two years' experience in the clinical area of intended assignment). - NA will have at least one year of nursing experience. | All Lexington VAMC Memorandum, VHA Directives, Standards of Practice, Standards of Care | 100% | Individual evaluation tool and competence exams | In the event of excellent performance the Lexington VAMC will provide the contractor with an evaluation. | Qualifications page 2-3 | If less than acceptable, staff will not be called back. Will be dismissed immediately. |
| PATIENT SATISFACTION | 5 | Patient complaints are reported to the manager or head of a department/ unit. | All patient complaints are reported immediately | 0% None | Reports to the Director, Comment Card, Incident Reporting, Patient Advocate | In the event of excellent performance the Lexington VAMC will provide the contractor with an evaluation. | Responsibility page 3-6 | 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 COR 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 COR shall inform the contractor. This will normally be in writing unless circumstances necessitate verbal communication. In any case, the COR shall document the discussion and place it in the COR file.

When the COR determines formal written communication is required, the 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 COR. 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 COR 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 COR shall meet with the contractor monthly (or as deemed necessary by the COR) to assess performance and shall provide a written assessment quarterly or as necessary.

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

Signature – Contract Program Manager

Signature – COR

Date

Date