

ATTACHMENT 2

HOME OXYGEN REPORT SUMMARY

Reports and Notifications

Where a report is established herein and is required to be submitted by Contractor, reports will be VA-Specific and negative reports are required, if applicable.

DAILY REPORTS.

Report Description	Distribution
Sub-Contractor Notification	COTR/designee
Unsafe Condition Report	COTR/designee
Impending Disaster	COTR/designee
Incident Report Reporting special incidents found or occurring during a home visit, to include finding patients in need of emergency medical assistance, safety hazards that do not fall into the category of presenting immediate life-threatening danger to the patient or Contractors staff, inability to contact a patient within a reasonable period of time, and any other incident meeting the Contractors written policy for incident reporting according to accreditation standards.	Clinical Coordinator
Report of accidents, malfunctions, injuries, deaths, and equipment recalls All accidents, malfunctions, injuries, deaths, and equipment recalls, related to the provision, delivery and use of equipment and supplies herein, shall be immediately reported to the COTR and to the manufacturer of the equipment.	COTR/designee and Clinical Coordinator
Sentinel Events.	
The contractor shall inform the Home Oxygen personnel within one business day of a sentinel event (as defined by JC standards) that occurs during the performance of this contract that involves VAMC beneficiaries.	COTR/designee and Clinical Coordinator

Patient Refusal of Service	
Refusal of service - All beneficiaries have the right of refusal of service. In the event a beneficiary refuses service or orders equipment to be removed from the home, the Contractor shall comply with the beneficiary's wishes, however in addition to a written report; the Contractor shall report the specifics of the refusal to the COTR by telephone within 1 hour. If the refusal occurs during a home visit, the Contractor's staff shall make an attempt to notify the COTR of the refusal during the home visit. Notification on refusal of backup equipment may be accomplished verbally, in writing or via email.	
Suspected Abuse or Neglect	
The contractor shall report suspected incidents of abuse or neglect to the patient by family members or caregivers. Suspected incidents shall be reported immediately (within 24 hours during business hours) to the COTR, as well as to the adult protective agency. The contractor shall follow all state and local laws in reporting suspected incidents of abuse or neglect. Report of patients exposed to communicable diseases by contracted staff.	Clinical Coordinator
New Set-Ups	COTR or designee
The contractor shall provide the VA with a fully executed copy of, Home Medical Equipment Checklist, on all new set-ups, via secure email or fax, within 48 hours.	COTR/designee
Discontinuation of Service	COTR/designee
The contractor shall provide the VA with a list of make, model and serial number(s) of all equipment picked-up from veterans upon discontinuation of service within 48 hours.	

MONTHLY REPORTS

Report Description	Distribution
Service Reports: For each patient visited during the billing period, a service report will be submitted to COTR In conjunction with submitting the Invoices.	COTR or designee (with monthly invoice)
Prescription Renewals Contractor shall notify the COTR of needed prescription renewals for patients two (2) months prior to the expiration date of the existing prescription.	
Equipment Summary Listings Provide for each VA Site (using Excel worksheets) to the COTR, listing all items issued to each patient. Lists are to be sorted alphabetically by item then by patient's name. A total will be reflected at the end of each item column to indicate how many of that item are in patient's homes (i.e. concentrators, conservers, B-tanks, E- tanks, Lbs of LOX, etc) Provided as part of the billing package each month. Also acts as a statistical information sheet in determining quantities of items out to patients and total costs of those items. Reports are periodically requested from Contractor on specific 02 items issued to patients during specified time periods for reports to VISN Officials. These have become rare because of our receiving the Patient Equipment Summary.	COTR or designee
Compliance/Educational Needs Report Service Reports to include documentation of prescription compliance (i.e. correct liter flow, hours of usage, etc.) for each patient, after each scheduled visit. Inventory Report of Government Furnished Equipment	
A complete listing of all government owned equipment in storage to include make, model and serial numbers, new, used, in need of repair or in need of disposal.	COTR or designee

The following Concentrator Report is also required on a monthly basis to assist in updating data into the patients VA Prosthetic's record. The following "Concentrator" reports are provided via email as one Excel Report with 6 separate worksheets therein.

Concentrator Report	
<p>Concentrator Reports for actions during the billing month. A separate report (Excel worksheets) containing patient's information, date of service and concentrator serial number will be provided for Concentrator setups; Concentrator pickups (include reason for pickup); Concentrator exchanges (include serial number for both concentrators); Refused equipment (indicate items refused by patient and reason given); Defective concentrators (indicate make and model of concentrator and defect or problem).</p>	COTR or designee
1.NEW CONCENTRATOR SETUPS	Reflects patients receiving new/reissued concentrator during the specified month. Includes patient's name, last 4, whether new or reissued equipment, concentrator serial number, and date issued.
2.CONCENTRATOR PICKUP	Includes above information plus reason for pickup
3.CONCENTRATOR EXCHANGES	Includes above information plus the old and new concentrator serial numbers
4.REFUSED EQUIPMENT	Includes patient's name, last 4, equipment refused and reason.
5.VA CONCENTRATOR CHECKS	Includes patient's name, last 4, date of concentrator check/maintenance and billed amount.
6.DEFECTIVE CONCENTRATORS	Includes concentrator manufacturer, problem and serial number for PSAS to request RA for return for repair/replacement.

QUARTERLY REPORTS

Report Description	Distribution
List of Service Locations	CO, COTR
Joint Commission Report The Contractor shall provide a written, quarterly report in accordance with Joint Commission Standards for improving organizational performance (The JC standards may be accessed at www.jointcommission.org).	COTR or designee
Patient Satisfaction Customer Satisfaction - In accordance with JC standards the contractor shall collect data on service satisfaction from contracted patients and their families from each facility on a quarterly basis. A copy of survey results will be submitted to COTR's in Quarterly reports.	COTR or designee
Infection Control / Communicable Diseases Infection Control/Communicable Diseases — Report will include data related to the Contractor's ongoing Infection Control Program and shall be submitted quarterly or as requested by the COTR.	COTR or designee

Other Performance Improvement Performance Improvement — The contractor shall collect data on important processes and outcomes related to patient care and organizational functions. Contractor shall provide quarterly patient satisfaction and respiratory infection reports to COTR; and cooperate with COTR on other performance improvement programs.	COTR or designee
Sales Report Sales Report to the COTR. Report will include each item issued to patients, the total amount charged to the VA for the item. List will reflect charges for each month within the quarter, a quarterly total for each item, and a grand total for all items.	COTR or designee
Sub-Contractor Report	CO, COTR

SEMI-ANNUAL REPORTS

Report Description	Distribution
VA-Owned Equipment Status Report	COTR or designee
VA-Owned Equipment Status Report. Semi-annual report will be submitted to the COTR in January and July on all VA-Owned equipment. Report will include all VA-owned equipment delivered to the contractor for storage, maintenance and issue; identified by make, model and serial number; indicate status (i.e. issued to name/ssan, defective, replaced with ser#, Patient Ready); sort list by type of item and provide a total for each equipment type. If VA-owned equipment is stored at various locations, the storage location will also be provided. Any disparity between total equipment provided to contractor and total in Report will be promptly resolved between Contractor and the COTR. Used as a method to confirm accountability for all VA-owned equipment.	

ANNUAL REPORTS

Report Description	Distribution
Certification of required training and current license verification	COTR or designee

REPORTS PROVIDED AS REQUESTED BY COTR

Report Description	Distribution
Post-Emergency report	COTR or designee

JOINT COMMISSION DOCUMENTATION

1. In conjunction with submitting the Invoices, Contractor shall submit appropriate Joint Commission documentation to the COTR, to include:
 - a. environmental assessment;
 - b. communication of patient rights and responsibilities;
 - c. instructions on the care use and maintenance of equipment; and
 - d. a service report for each patient visited during the billing period.