

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

Project Title: Home Oxygen Delivery Services

Contract Description: The contractor shall provide all resources necessary to meet the requirements as described in the Performance Work Statement (PWS). The Contractor shall provide all labor, material, supervision, equipment, supplies, and services required to provide home oxygen delivery services.

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.
- 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.

3. CONTRACTOR REPRESENTATIVES

The contractor shall clearly identify employees to serve as the contractor's program manager/point of contact (POC) for this contract. This manager/POC will continually keep the Government informed of work status and any potential issues that may affect quality of performance.

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 PWS includes clear requirement the contractor must provide. The Government shall use these requirements to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

5. 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.

a. PERIODIC INSPECTION. (Evaluates outcomes on a periodic basis. Inspections may be scheduled monthly or unscheduled, as required.)

b. USER SURVEY. (Combines elements of validated user complaints and random sampling. Random survey is conducted to solicit user satisfaction. May also generate inspections and sampling.)

c. VALIDATED USER/CUSTOMER COMPLAINTS. (Relies on the patient to identify deficiencies. Complaints are then investigated and validated.)

d. 100% INSPECTION. (Evaluates all outcomes.)

e. RANDOM SAMPLING. (Designed to evaluate performance by randomly selecting and inspecting a sample of cases.)

f. Progress or status meetings. Quarterly meetings with Contractor as needed.

g. Analysis of contractor's progress reports. (Evaluate cost, schedule, etc.)

6. 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:

EXCEPTIONAL:	Performance significantly exceeds contract requirements to the Government's benefit.
SATISFACTORY:	Performance meets contractual requirements.
UNSATISFACTORY:	Performance does not meet contractual requirements.

7. 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 acceptability.

Any CDRs may become a part of the supporting documentation for any contractual action deemed necessary by the CO.

8. FREQUENCY OF MEASUREMENT

a. Frequency of Measurement.

During contract performance, the COR will yearly analyze whether the negotiated frequency of surveillance is appropriate for the work being performed.

b. Frequency of Performance Assessment Meetings will be yearly.

The COR shall meet with the contractor as required to assess performance and shall provide a written assessment.

QASP ATTACHMENTS:

QASP Attachment 1 Contract Discrepancy Report

QASP Attachment 2: Contract Performance Report

QASP Attachment 1

Contract Performance Report

1. Contract Number:
2. Prepared by: (Name of COR)
3. Date and time of observation:
4. Observation:

5. Performance Rating (in accordance with QASP, paragraph 6):

Signature – Contracting Officer's Representative

Date

QASP Attachment

Contract Discrepancy Report (CDR)

TO: (Contractor Program Manager or Point of Contact)

FROM: (Name of COR)

1. Contract Number:
2. Date and time observed discrepancy:
3. Discrepancy/Problem/Issue:
4. Corrective action plan:
5. A written corrective action plan [is/is not] required. [If a written corrective action plan is required include the following.] The written Corrective Action Plan will be provided to the undersigned not later than [# days] after receipt of this CDR.

Signature – Contracting Officer’s Representative
Received by:

Date

Signature – Contracting Program Manager or Point of Contact
Distribution:
Contracting Officer

Date

San Juan VA Caribbean Healthcare Systems
Patient's Rights and Responsibilities Document

The San Juan VA Caribbean Healthcare Systems is dedicated to providing quality and excellence in patient care, education and research.

As a patient you have the right to:

- Healthcare that respects your personal value and belief systems regardless of race, sex, national origin, age or sources of payment for care.
- Fast and correct care with the least change in lifestyle for that treatment.
- Make decisions about your care
- Reasonable protection of your privacy.
- To have your medical and personal information released as you choose or as needed by law.
- Choose a person to make medical decisions for you if you become unable to make choices.
- Choose not to be treated within the limits of the law.
- Express a complaint and receive fast attention.
- Know what hospital rules and regulations apply to you.

In providing your care, the San Juan VA Caribbean Healthcare Systems has the right to expect reasonable and responsible behavior on the part of patients and visitors. Compliance with the following list of responsibilities is necessary to ensure you the highest quality care. You are responsible to:

- Follow all of the medical center's safety rules and posted signs
- Be considerate and respectful of medical center personnel and other patients.
- Cooperate with your treatment staff. If you have questions or disagree with your treatment plan, you are responsible for discussing it with you treatment staff.
- Prevent any injury to yourself, other patients, visitors and staff members of your own actions and to be responsible for the safekeeping of clothing, money, and personal possessions you chose to keep with you while you are in this medical center.
- Keep all your scheduled diagnostic or treatment appointments all the time.
- Make sure you understand what medications you are prescribed.
- Make sure you understand clinic follow up appointments.

As a patient receiving home oxygen equipment and/or devices you have the responsibility to:

- Take reasonable care when using devices and/or equipment issued to you.
- Exercise reasonable care and maintenance of devices and equipment issued to you.
- Express your concerns regarding the timeliness of services and devices provided to you.
- Complete and have placed on file a copy of your Patient Satisfaction Form clearly stating your questions and concerns.
- Immediately advise the Prosthetics Service of defective equipment.
- Advise the Prosthetics Service when equipment is no longer required for your use.
- Not to sell or give away equipment provided to you by the Department of Veterans Affairs.

(Print Name)_____hereby acknowledged receipt of a copy of the Patient's Rights and Responsibilities document.

Patient's or Caregivers Signature

Date

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	Send Report To:
Sub-Contractor Notification	COR/designee
Unsafe Condition Report	COR/designee
Impending Disaster	COR/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.	COR/designee
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 COR and to the manufacturer of the equipment.	COR/designee
Sentinel Events. The contractor is required to 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	COR/designee
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,	COR/designee

however in addition to a written report; the Contractor shall report the specifics of the refusal to the COR by telephone within 1 hour. If the refusal occurs during a home visit, the Contractor's staff shall make an attempt to notify the COR of the refusal during the home visit. Notification on refusal of backup equipment may be accomplished verbally, in writing or via email.	
<p>Suspected Abuse or Neglect</p> <p>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 COR, as well as to the adult protective agency. The contractor will follow all state and local laws in reporting suspected incidents of abuse or neglect.</p>	COR or designee Protective agency
Report of patients exposed to communicable diseases by contracted staff	COR or designee

MONTHLY REPORTS

Report Description	Send Report To:
Service Reports: For each patient visited during the billing period, a service report will be submitted to COR In conjunction with submitting the Invoices.	COR or designee (with monthly invoice)
<p>Prescription Renewals</p> <p>Contractor will notify the COR of needed prescription renewals for patients two (2) months prior to the expiration date of the existing prescription.</p>	COR or designee
<p>Equipment Summary Listings</p> <p>Provide for each VA Site (using Excel worksheets) to the COR, 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 is in patient's homes (i.e. concentrators, conservers, B-tanks, E-tanks, Lbs of LOX, etc.)</p> <p>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.</p>	COR or designee

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	Send Report To:
<u>Joint Commission Report</u> The Contractor will 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).	COR or designee
<u>Patient Satisfaction</u> Customer Satisfaction - In accordance with JC standards the contractor will 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 COR's in Quarterly reports.	COR or designee
<u>Infection Control / Communicable Diseases</u> 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 COR.	COR or designee
<u>Other Performance Improvement</u> Performance Improvement – The contractor will collect data on important processes and outcomes related to patient care and organizational functions. Contractor will provide quarterly patient satisfaction and respiratory infections reports to COR; and cooperate with COR on other performance improvement programs.	COR or designee

<u>Sales Report</u>	COR or designee
Sales Report to the COR. 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.	
Sub-Contractor Report (if applicable)	CO, COR

SEMI-ANNUAL REPORTS

Report Description	Send Report to:
<u>VA-Owned Equipment Status Report</u>	COR or designee
VA-Owned Equipment Status Report. Semi-annual report will be submitted to the COR 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 COR. Used as a method to confirm accountability for all VA-owned equipment.	

ANNUAL REPORTS

Report Description	Send Report To:
Certification of required training and current license verification	COR or designee

REPORTS PROVIDED AS REQUESTED BY COR

Report Description	Send Report To:
Post-Emergency report	COR or designee