

Attachment**DELIVERABLES / REPORTS**

a) The Contractor and NMVAHCS are responsible for complying with all reporting requirements established by the Contract. Contractor and NMVAHCS are responsible for assuring the accuracy and completeness of all reports and other documents as well as the timely submission of each. Contractor shall comply with contract requirements regarding the appropriate reporting formats, instructions, submission timetables, and technical assistance as required.

b) The following brief descriptions of required documents that must be submitted by Contractor: immediately after award; weekly; monthly; quarterly; annually, etc. identified throughout Part II, standards/Specifications/Statement of Work and are provided here as a guide for Contractor convenience. If an item is within the SOW and not listed here, the Contractor remains responsible for the delivery of the item.

Submit with Proposal and as noted	What	Submit To	Where	Compliance
✓ and upon renewal of licenses	Copies of any and all licenses, to include primary source verification of all licensed and certified staff (Section XV)	Contracting Officer	NMVAHCS	With Contract
✓ and upon new hires	Certification that staff list have been compared to OIG list (Section XV)	Contracting Officer	NMVAHCS	With Contract
✓	Ability to expand 500 sq. ft (Section XIV)	Contracting Officer	NMVAHCS	With proposal
✓ upon renewals	Indemnification and Medical Liability Insurance (Section XXIII)	Contracting Officer	NMVAHCS	VAAR 852.237-7, Indemnification and Medical Liability Insurance, (OCT 1996)
✓ and upon renewal of certificates	Laboratory accreditation certificates (Section IX)	Contracting Officer	NMVAHCS PI/I	With Contract
✓	Performance Improvement/Quality Improvement Plan/Quality Assurance Surveillance Plan (Section XII.)	Contracting Officer	NMVAHCS	With Contract
✓	Schedule of Work Hours (XXII)	Contracting Officer	NMVAHCS	With Contract
✓	Price proposal separate from technical proposal	Contracting Officer	NMVAHCS	With Contract
✓ and throughout contract	Credentialing, Privileging, VetPro Application (Attch 3) (Section XV)	Contracting Officer	NMVAHCS	With Contract
✓ and throughout contract	Background Investigation Application (Attch 12) (Section XV)	Contracting Officer	NMVAHCS	With Contract
✓ upon change, quarterly	Subcontracting Plan Revised subcontractor reports of subcontractors approved by NMVAHCS	Contracting Officer	NMVAHCS	With Contract,
Submit Before Commencement of Services and as noted	What	Submit To	Where	Compliance
✓ and upon renewal of licenses, credentialing or certification, quarterly	Subcontracted services for pharmacy, laboratory and radiology: all current documents of licensure, credentialing or certifications (Section IX)	Contracting Officer	NMVAHCS	With Contract

✓ and upon changes	<p>Listing of all providers subcontracted for in the plan, and documentation that they meet current JC Standards (Section IX)</p> <p>Contract provider shall sign and agree to adhere to Medical Staff Bylaws, Rules and Regulations. (Section XVIII)</p> <p>Contract nurse practitioners or physicians' assistants shall provide a Scope of Practice/Collaborative Agreement completed and signed by the practitioner and the Collaborating Physician</p> <p>Staffing Plan (Section XV)</p>	<p>Contracting Officer</p> <p>Credentialing Coordinator</p> <p>Credentialing Coordinator</p> <p>Contracting Officer</p>	NMVAHCS	With Contract
✓ and upon changes	Contractor shall provide medical provider coverage after normal business hours and weekends responsible for critical test results on samples sent to NMVHCS Laboratory (Section XXII)	NMVHCS Lab and Contracting Officer	NMVAHCS	With Contract
✓ and upon changes	Emergency Preparedness Plan	Contracting Officer	NMVAHCS	With Contract
Submit Within 10 Days After Award	What	Submit To	Where	Compliance
✓ award and upon change/annually	Detailed written Schedule of Services and Maintenance to be performed, including subcontractor name, address and telephone number scheduled to perform the services if not performed by Prime Contractor (Section XIV)	Contracting Officer	NMVAHCS	Ensure Maintenance Services
Submit Within 30 Days After Award	What	Submit To	Where	Compliance
✓ and annual training and new hires	Certificates of Completion for Cyber Security and Patient Privacy Training Courses (Attch. 8)	Contracting Officer	NMVAHCS	With Contract
✓ and upon annual training and new hires	Signed/dated Statements of Commitment (Attch. 5)	Contracting Officer	NMVAHCS	With Contract
✓ And upon changes Competence annually	Roster to include name and title of all PCP's and support staff who are responsible for providing direct and/or indirect patient care to assigned veterans and competence annually (Section XV)	COR	NMVAHCS	With Contract
✓ And upon changes	Computer Access Request Form (001-215 (10/07) (Attch. 7)			
Submit Within 45 Days After Award	What	Submit To	Where	Compliance

✓	Be in compliance with National Fire Protection Association (NFPA) 101, Life Safety Code (LSC) (2003 Edition) and Americans with Disabilities Act (ADA) requirements; provide written proof of LSC/ADA compliance to NMVAHCS prior to scheduling NMVAHCS compliance inspection. NMVAHCS will inspect Contractor's facility or facilities for compliance <u>within ninety (90) calendar days</u> of the notice of award and after receipt of the compliance verification letter. (Section XIV)	Contracting Officer	NMVAHCS	With Contract
Submit Weekly	What	Submit To	Where	Compliance
✓ for new enrollment	Application for Health Benefits, VA Form 10-10EZR (Section IV)	Benefits Of, attn: Eligibility	NMVAHCS	With Contract
✓	Copy of Veteran's health insurance card	Medical Cost Care Recovery Unit	NMVAHCS	With Contract
Submit Monthly	What	Submit To	Where	Compliance
✓	Summary of patient complaints to be provided to the Coordinator, Clinic/Community Based Outpatient Clinic Program (OO3B1), and to NMVAHCS (Section VI)	COR	NMVAHCS	With Contract
✓	Reports of Grievance Procedures and resolutions (Section VI)	COR	NMVAHCS	With Contract
✓ Quarterly Annually Annually	During the first three months following award, all Performance Improvement/Quality Improvement (PI/QI) activity results/data shall be reported monthly (Section XII) Submit "Hire, Orientation, Evaluation report monthly (PI/QI) data shall be reported (Section XV) After the first three months following award, all PI/QI activity results/data shall be reported quarterly (Section XII) PI/QI Program Plan (Section XII) Proactive Analyses of high risk processes, as described by current JC standards (Section XII)	COR	NMVAHCS PI/QI	With Contract

Occurrence	The NMVAHCS shall inform the contractor of all applicable Sentinel Events, Patient Safety Alerts or other patient safety notices, contractor shall take the necessary steps to redesign processes. Written feedback to the NMVAHCS Business Manager and Patient Safety Manager describing prevention actions taken within 90 days of notification.	Business Manager and Safety Manager	NMVAHCS	With Contract
Occurrence	Verbally notify the NMVAHCS COR immediately when a Sentinel Event has occurred, which is to be followed by written notification within 3 working days. Root Cause Analysis as directed by NMVAHCS	COR and Safety Manager	NMVAHCS	With Contract
Occurrence	Monthly report on unsigned documents Health Information Management (HIM) department	Health Information Management (HIM) department	NMVAHCS	With Contract
✓	Testing of the emergency lighting system.	Maintain records for review	NMVAHCS Inspections	With Contract
✓	Veteran assignment to PCP	PCMM Coordinator, COR	NMVAHCS	With Contract
Submit Quarterly	What	Submit To	Where	Compliance
✓ And upon incident	All medication errors and medication related incidents (Section IX)	Chief, Pharmacy Service, NMVAHCS	NMVAHCS	With Contract
Compliance Over Life of Contract	Critical Element	Submit To	Where	Compliance
Monthly	Performance Measures not meeting targets require a plan of correction. (Section IX)	COR and Business Manager	NMVAHCS	With Contract
Prior to distribution	Patient education materials and outreach materials, not supplied by the NMVAHCS	COR, Business Manager	NMVAHCS	With Contract
Within 72 hours of occurrence-- Vista CPRS outage	"contingency report" (Section XVII)	COR	NMVAHCS	With Contract
Annually and as required	Inventory of government equipment (Section XVI)	COR, ISO, IRM	NMVAHCS	With Contract
Submit Within 21 Days Following Contract Termination or Completion	What	Submit To	Where	Compliance
✓	All written records, correspondence, and notes for all assigned patients who were assigned throughout the term of the Contract	COR	NMVAHCS	With Contract

LIST OF REPORTS AND DUE DATES

REPORT TITLE	FREQUENCY	DUE DATE	SUBMIT TO
Licenses and Certifications that expire within 30 days (Section XV)	Monthly	30 days prior to expiration of license	COR
Performance Improvement Meeting minutes	Monthly	5th workday after end of month	COR
Patient Reports (Section XI) (a) # ER (by patient name, SSN, date, location of ER) to Managed Care Office (b) #ER visits within 48 hours after seeing provider. (c) Hospitalizations outside of NMVAHSC (By patient name, SSN, date, location of facility) to Managed Care Office Staff Education Completed – By type of Training & number of hours, Including Basic Life Support training (Section XV)	Occurrence Monthly Occurrence Monthly	Within 24 hours 5th workday after end of month for monthly reports 5th workday after end of month.	COR COR COR COR
Patient Grievances – Number filed by name, SSN, date, description of complaint and resolution action for each (Section VI)	Monthly	5th workday after end of month	COR
Patient Written Compliments-copies to be submitted (Section VI)	Monthly	5th workday after end of month	COR
QA/QI Assessment Report (a) Freedom of Information Act Requests (b) Privacy Act Requests (c) Patient Incident Reports (d) Adverse findings (e) Alleged Privacy Violation	Annual Annual Occurrence Occurrence Occurrence	5th of Month 5th of Month Next Business day Next Business day Next Business day	COR
Monthly Billing: (Section XXI) Current Veterans Newly enrolled/assigned Veterans (identified if new to NMVAHCS or new to clinic) Veterans dis-assigned and the reason for dis-assignment. Traveling Veterans For each category above: list alphabetically, SSN, date of last qualifying visit, assigned PCP	Monthly	10 th day of each month	COR
Competency assessment findings (Section XV)			

(a) Provision of retraining for identified deficiencies;	Annual	No later than 30 days after expiration of the Base Year and all Option Years exercised	COR
(b) Reassessment following retraining;	Annual	No later than 30 days after expiration of the Base Year and all Option Years exercised	COR
(c) Performance evaluation aggregate data, by staff position.	Annual	No later than 30 days after expiration of the Base Year and all Option Years exercised	COR
Inspection Compliance - addressing (Section XIV) (a) Preventative Maintenance Inspections (b) Safety/Environmental/Infection Control Inspections (c) Fire Drills (d) Disaster Drills	Annual Quarterly Annually	No later than the 28th day of the last month of the contract year and all Option Years exercised	COR
17. Infection Control (Section XIX) (a) Committee Minutes (b) Quarterly Reports	Monthly Monthly	10th workday after the end of month	COR COR