

Quality Assurance Surveillance Plan (QASP)

The Contractor will be evaluated in accordance with the following:

Project Title: Locum Tenens Psychiatrist

Request for Quote: VA257-17-Q-0802

Contractor's Name:

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 through contract modification. 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: Valeria Gutierrez

Organization or Agency: Department of Veterans Affairs, SAO West NCO 17

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: Dawn Tice, Medical Service Program Analyst

Organization or Agency: Amarillo VA Texas Health Care System, Lubbock VA Outpatient Clinic

3. CONTRACTOR REPRESENTATIVES

The following employee(s) of the Contractor serve as the contractor's program manager(s) for this contract.

Primary:

Alternate:

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4. PERFORMANCE STANDARDS

The Contractor is responsible for performance of ALL terms and conditions of the contract. CORs will provide contract progress reports quarterly to the CO reflecting performance on this plan and all other aspects of the resultant contract. The performance standards outlined in this QASP shall be used to determine the level of Contractor performance in the elements defined. Performance standards define desired services. The Government performs surveillance to determine the level of Contractor performance to these standards.

The Performance Requirements are listed below in Section 5. The Government shall use these standards to determine Contractor performance and shall compare Contractor performance to the standard and assign a rating. At the end of the performance period, these ratings will be used, in part, to establish the past performance of the Contractor on the contract.

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. **DIRECT OBSERVATION.** 100% surveillance: Staff and management's direct observation of methods, process adherence, and quality during the performance of contractual duties.
- b. **PERIODIC INSPECTION.** Inspections scheduled and reported quarterly per COR delegation or as needed. Clinical or operational reports and/or ten (10) randomly selected patient files will be reviewed per inspection period. All inspections and reports will be conducted in compliance with VA Privacy and Information security standards.
- c. **VALIDATED USER/CUSTOMER COMPLAINTS.** Each customer complaint will be investigated by the Medical Service Program Specialist. Methods of investigation include the examination of the medical record, EDIS data, and statements provided by the patient, other staff/patients, and the contract personnel. Final determination on the validity of the complaints rests with the Neurology Section Chief.
- d. **RANDOM SAMPLING.** Ten (10) randomly selected patient files will be reviewed on an as-needed basis to validate other quality indicators.
- e. **Verification and/or documentation provided by Contractor.** Supplied documentation will be reviewed and verified by VA Credentialing staff.

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PERFORMANCE MEASURES

Measures	PWS Reference	Performance Requirement	Standard	Acceptable Quality Level	Surveillance Method
1-Provider Quality Performance	4.5.1.; 4.5.1.1.	All Contractor's physician (s) shall perform in accordance with clinical standards	100% of care provided within clinical standards of care	100%	OPPE Monthly
2 - Qualifications of Key Personnel	2.9; 4.6.2.1.	Provide required physicians Board Certified /Board Eligible Psychiatry. In accordance with PWS requirements.	Qualified personnel are available and in location as needed to properly perform tasks as specified.	95%	Random Inspection of Time and Attendance Sheets and Written reports.
3 – Quality Assurance Documentation	4.62.2.; 4.6.2.3.	Contractors physicians perform within their individual scopes of duty	Contractor's physicians perform within their scope of duty.	95%	Random Inspection of records
4- Patient Access	3.1; 3.2; 4.6.2.6.	Contractors physicians shall be available and in designated work area during the specified work hours.	Contractor's physicians are on time and available to perform services.	95% Contractors physicians perform within their specified hours and scope of practice/privileges 100% of the time.	Periodic Sampling of Time and Attendance Sheets
5 - Patient Safety	4.5.4.; 4.6.2.7.	Patient safety incidents shall to be reported using Patient Safety Compliance and Reporting.	All of patient safety incidents are reported using Patient Safety Report within 24 hours of incident.	95%	Direct Observation
6 - Maintains licensing, registration, and certification	2.1.7; 4.6.2.8.	Updated Licensing, registration and certification shall be provided as they	All licensing, registrations and certifications for Contractor's physicians	100%	Periodic Sampling and Random Sampling

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		are renewed. Licensing and registration information kept current.	shall be provided as they are renewed. Licensing and registration information kept current.		
7 - Mandatory Training	6.1.1; 4.5.2.4.	Contractor shall complete all required training per VAMC policy	All required training is complete on time by Contractor's physicians.	100% No acceptable deviation	Annual review
8 - Privacy, Confidentiality and HIPAA	4.6.2.9.	Contractor is aware of all laws, regulations, policies and procedures relating to Privacy, Confidentiality and HIPAA and complies with all standards Zero breaches of privacy or confidentiality	All Contractor's physicians comply with all laws, regulations, policies and procedures relating to Privacy, Confidentiality and HIPAA	100% completions	Contractor shall provide evidence of annual training required by VAMC, reports violations per VA Directive 6500.6.

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6. RATINGS

Metrics and methods are designed to determine rating for a given standard and acceptable quality level. The following ratings shall be used:

OUTSTANDING: Performance meets contractual requirements and exceeds many to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.

Note: To justify an **Exceptional** rating, you should identify multiple significant events in each category and state how it was a benefit to the GOVERNMENT. However a singular event could be of such magnitude that it alone constitutes an Exceptional rating. Also there should have been NO significant weaknesses identified.

VERY GOOD: Performance meets contractual requirements and exceeds some to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with some minor problems for which corrective actions taken by the contractor were effective.

Note: To justify a **Very Good** rating, you should identify a significant event in each category and state how it was a benefit to the GOVERNMENT. Also there should have been NO significant weaknesses identified.

SATISFACTORY: Performance meets contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.

Note: To justify a **Satisfactory** rating, there should have been only minor problems, or major problems the contractor recovered from without impact to the contract. Also there should have been NO significant weaknesses identified.

MARGINAL: Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being assessed reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor's proposed actions appear only marginally effective or were not fully implemented.

Note: To justify **Marginal** performance, you should identify a significant event in each category that the contractor had trouble overcoming and state how it impacted the GOVERNMENT. A **Marginal** rating should be supported by referencing the management tool that notified the contractor of the contractual deficiency (e.g. Management, Quality, Safety or Environmental Deficiency Report or letter).

UNSATISFACTORY: Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element being assessed contains serious problem(s) for which the contractor's corrective actions appear or were ineffective.

Note: To justify an **unsatisfactory** rating, you should identify multiple significant events in each category that the contractor had trouble overcoming and state how it impacted the GOVERNMENT. However, a singular problem could be of such serious magnitude that it alone constitutes an unsatisfactory rating. An **Unsatisfactory** rating should be supported by referencing the management tools used to notify the contractor of the contractual deficiencies (e.g. Management, Quality, Safety or Environmental Deficiency Reports, or letters).

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7. DOCUMENTING PERFORMANCE

- a. The Government shall document positive and/or negative performance. Any report may become a part of the supporting documentation for any contractual action and preparing annual past performance using CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR).
- b. If Contractor performance does not meet the Acceptable Quality level, the CO shall inform the Contractor. This will normally be in writing unless circumstances necessitate verbal communication. In any case the CO shall document the discussion and place it in the contract file. When the COR and the CO determines formal written communication is required, the COR shall prepare a Contract Discrepancy Report (CDR), and present it to CO. The CO will in turn review and will present to the Contractor's program manager for corrective action.

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. The Government shall review the Contractor's corrective action plan to determine acceptability. The CO shall also assure that the Contractor receives impartial, fair, and equitable treatment. The CO is ultimately responsible for the final determination of the adequacy of the Contractor's performance and the acceptability of the Contractor's corrective action plan.

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

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CONTRACT DISCREPANCY REPORT				
1. CONTRACT/TASK ORDER NUMBER		2. REPORT NUMBER FOR THIS DISCREPANCY		
3. TO: <i>(Contracting Officer)</i>		4. FROM: <i>(Name of COR)</i>		
5. DATES				
a. CDR PREPARED	b. RETURNED BY CONTRACTOR:	c. ACTION COMPLETE		
6. DISCREPANCY OR PROBLEM <i>(Describe in detail. Include reference to PWS Directive; attach continuation sheet if necessary.)</i>				
7. SIGNATURE OF COR			DATE:	
8. SIGNATURE OF CONTRACTING OFFICER			DATE:	
9a. TO <i>(Contracting Officer)</i>		9a. FROM <i>(Contractor)</i>		
10. CONTRACTOR RESPONSE AS TO CAUSE, CORRECTIVE ACTION AND ACTIONS TO PREVENT RECURRENCE. <i>(Cite applicable quality control program procedures or new procedures. Attach continuation sheet(s) if necessary.)</i>				
11. SIGNATURE OF CONTRACTOR REPRESENTATIVE			DATE:	
12. GOVERNMENT EVALUATION. <i>(Acceptance, partial acceptance, reflection. Attach continuation sheet(s) if necessary.)</i>				
13. GOVERNMENT ACTIONS <i>(Acceptance, partial acceptance, reflection. Attach continuation sheet(s) if necessary.)</i>				
14. CLOSE OUT				
	NAME	TITLE	SIGNATURE	DATE
CONTRACTOR NOTIFIED				
COR				

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CONTRACTING OFFICER				
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8. FREQUENCY OF MEASUREMENT

- a. Frequency of Measurement. The frequency of measurement is defined in the contract or otherwise in this document. The government (COR or CO) will periodically analyze whether the frequency of surveillance is appropriate for the work being performed.
- b. Frequency of Performance Reporting. The COR shall communicate with the Contractor and will provide written reports to the Contracting Officer quarterly (or as outlined in the contract or COR delegation) to review Contractor performance.

9. COR AND CONTRACTOR ACKNOWLEDGEMENT OF QASP

SIGNED:

Dawn Tice, Medical Service Program Analyst

DATE

SIGNED:

CONTRACTOR NAME/TITLE

DATE