

**QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)  
Urologist Attending On-Call Coverage**

**The contractor will be evaluated in accordance with the following:**

**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: Carol Franklin

Organization or Agency: Network Contracting Office 9

- 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: Sabine Sedall

Organization or Agency: JHQVAMC

**3. CONTRACTOR REPRESENTATIVES**

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

Primary: \_\_\_\_\_

Alternate: \_\_\_\_\_

**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 6. 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. INCENTIVES/DEDUCTS**

The Government shall use past performance as incentives. The Government shall use incentives based on exceeding, meeting or not meeting performance standards.

**6. 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. Inspections scheduled and reported quarterly per COR delegation or as needed. (Quarterly review of CPRS log in and note completion.)

b. Verification and/or documentation provided by Contractor. Physician time sheets and call schedules must be provided by the contractor on a monthly basis. This will be reviewed to ensure the providers listed do actually provide coverage at JHQVAMC during that month.

**PERFORMANCE MEASURES**

Measure	PWS Reference	Performance Requirement	Standard	Acceptable Quality Level	Surveillance Method	Incentive
Key Personnel	1.1 and 2	Provide required medical service as specified in the requirements.	Qualified personnel are available and in location as needed to properly perform tasks as specified.	100%	Random Inspection, Written Reports	Favorable contractor performance evaluation.

## Attachment 1

Medical Record Documentation	4.1 and 4.1.1 thru 4.1.6 and 4.3.1 thru 4.3.5	Proper documentation of all on site patient encounters according to VHA standards.	Proper documentation of all on site patient encounters according to VHA standards.	95%	Periodic sampling.	Favorable contractor performance evaluations.
Maintains licensing, registration, and certifications	1.1 and 2.1.1 and 2.1.2 and 2.1.3 and 2.1.4 and 2.1.9 and 2.3.1 and 4.1 and 4.6.3.3 and 6.1.1	Updated Licensing, registration and certifications will be provided as they are renewed.	Licensing and registration information kept current.	95%	Periodic Sampling and Random Sampling	Favorable contractor performance evaluation.
Mandatory Training	2.1.6 and 2.1.7.1 and 4.5 and 4.6	Contractor completes all mandatory required training	Contractor will complete all required training per VAMC policy	95%	Contractor to provide documented evidence	Favorable contractor performance evaluation.
Privacy, Confidentiality and HIPAA	4.1.4 and 4.3 and 4.5.1 and 4.5.2 and 4.6.3.5 and 6.1	Contractor is aware of all laws, regulations, policies and procedures relating to Privacy, Confidentiality and HIPPA and complies with all standards	Zero breaches of privacy or confidentiality	100%	Contractor to provide evidence of annual training required by VAMC, reports violations per policy	Favorable contractor performance evaluation.

## 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.

## Attachment 1

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.

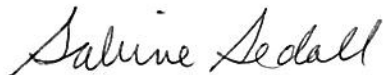
Measurements will be accomplished quarterly. During contract performance, the COR will periodically analyze whether the negotiated frequency of surveillance is appropriate for the work being performed.

#### b. Frequency of Performance Reporting.

The COR shall communicate with the Contractor and will provide written reports to the Contracting Officer quarterly or as deemed necessary by the COR to review Contractor performance.

### 9. COR AND CONTRACTOR ACKNOWLEDGEMENT OF QASP

SIGNED:



Sabine Sedall, Administrative Officer, Surgical Service



COR NAME/TITLE

DATE

SIGNED:

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CONTRACTOR NAME/TITLE

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DATE