

## ATTACHMENT 1-QUALITY ASSURANCE SURVEILLANCE PLAN

**Contract Number:** HEMATOLOGY/ONCOLOGY PHYSICIAN SERVICES

**Contract Description:** The Contractor shall provide qualified Hematology and Oncology physicians(s) to provide inpatient (approximately 27 inpatients) coverage, and outpatient services, with a minimum of (1) clinic day per week focusing on Head, Neck and Lung; and provide coverage for other Hematology/Oncology outpatient clinics during staff absences and emergencies as needed. Services will be rendered at the Robley Rex Veterans Affairs Medical Center (VAMC), 800 Zorn Avenue, Louisville, KY 40206. Contract physicians shall meet or exceed currently recognized national standards as established by The Joint Commission (TJC), and the standards of the American Hospital Association (AHA). In addition, physicians shall comply with all Veterans Health Administration's (VHA) regulations and directives. The Contractor shall provide sufficient personnel who meet all requirements herein and who can be relied on to perform in strict accordance with the contract. The Contractor shall provide physicians who are competent, qualified, and adequately trained to perform assigned duties.

**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:

Organization or Agency: Department of Veterans Affairs, Office of Acquisition and Materiel Management  
VISN 9 Acquisition Service Center, Murfreesboro, Tennessee

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: Primary: Rita Plomin  
 Alternate: Tiffany Young

c. Other Key Government Personnel:

**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. Performance standards define desired services. The Government performs surveillance to determine if the contractor exceeds, meets or does not meet these standards.

The Performance Requirements are listed below. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

**5. PERFORMANCE MEASURES**

Task	PWS Reference	Performance Requirement	Standard	Acceptable Quality Level	Surveillance Method	Disincentive/ Deduct
Response Timeliness	I.B.3.	Contractor shall be available 24/7 via telephone for inpatient consultation services. Response is expected within 30 minutes of a call.	100%	90%	COR will investigate reported complaints, as received.	For complaints determined valid, payment for that day of coverage will be reduced by 50%.
Medical Record Documentation	I.B.3.	Outpatient consults and follow-up visits will be completed using appropriate CPRS note and associated encounter within 24 hours of visit.	100%	90%	COR and/or designee will monitor through	A deduction from the final mthly invoice will be taken in the amount of the % below threshold. Example: 87% would be 3% reduction from total monthly invoice.
Timeliness of on-call Schedule Information	XI.B.	Contractor will provide a complete on-call coverage roster at least 3 working days prior to the end of each month. The roster should be sent via email to the COTR and/or designee.	100%	90%	COR and/or designee will track receipt and maintain emails containing the on-call rosters monthly.	Roster received late, a 10% deduction will be taken from that call month's invoice. (i.e. May call roster not received until May 1, the May payment will be reduced by 10%.)
Patient Satisfaction	IV.C.	Cancellations will be requested at least 90 days prior to the clinic date.	100%.	100% compliance, no deviations	COR will monitor all clinic cancellations.	\$500 deduction for each offense not due to weather, acts of war or national disasters that are out of control of the



## CONTRACT DISCREPANCY REPORT

1. CONTRACT 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				
CONTRACTING OFFICER				