

QUALITY ASSURANCE SURVEILLANCE PLAN

For: After-Hours Tele-Pharmacy Services

Contract Number:

Contract Description: Off-Site After-Hours Tele-Pharmacy Services

Contractor's name: TBD

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 will monitoring take place?
- Who will conduct the monitoring?
- How will 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.

Assigned CO: Cami Barbour, Leah Thurman

Organization or Agency: VISN 15 Contracting

- 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: Cathleen Abril

3. CONTRACTOR REPRESENTATIVES

The following employees of the contractor serve as the contractor's program manager for this contract.

- a. Program Manager -
- b. Other Contractor Personnel –

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 Quality Assurance Requirements, number 10 of the Performance Work Statement, includes performance standards. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

PERFORMANCE STANDARDS MATRIX

TASK	Indicator	Standard	Acceptable Quality Level	Method of Surveillance	Incentive
1.	Number of prescriptions received- number of prescriptions finished without case delays	100%	No Validated Provider Case Delays	Review of Contractor Daily Reports	Favorable Past Performance
2.	Number of prescriptions received- number of prescriptions unfinished	100%	< 1% of all prescriptions received each day are unfinished	Joe Choi tracks, as he/she is the one that receives the Daily Reports from the Contractor	Favorable Past Performance
3.	Customer Service/Patient Complaints	< 1 Validated Patient Complaint	< 1 Validated Patient Complaint		Favorable Past Performance

5. INCENTIVES

The Government shall use favorable past performance ratings as incentives. Incentives shall be based on meeting or failing to meet performance standards. Failure to meet required standards may result in unfavorable past performance ratings or termination of the contract.

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.

Review and inspection of reports provided. Review of number of prescriptions received and finished/unfinished. Review of patient complaints/complications.

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

None

- b. **100% INSPECTION.** (Evaluates all reports provided.)

Tasks 1-3

7. 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:

Exceeds Standards/Meets Standards/Below Standards

8. DOCUMENTING PERFORMANCE

- a. **EXCEEDS/MEETS STANDARDS**

The Government shall document positive performance. Reports may become a part of the supporting documentation for any contractual action.

- b. **BELOW STANDARDS**

- (1) When unacceptable performance occurs, the COR shall inform the contractor and the responsible Contracting Officer. This will normally be in writing unless circumstances necessitate verbal communication. The COR will send a written report to the Contracting Officer and contractor which summarizes the verbal communication. In any case the COR shall document the discussion and place it in the COR file.
- (2) When the COR determines formal written communication is required, the COR shall prepare a Contract Discrepancy Report (CDR) and send it to the Contracting Officer for review before forwarding it to the Contractor's Program Manager.
- (3) 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 and the responsible Contracting Officer. The Government shall review the contractor's corrective action plan to determine acceptability.

- (4) CDRs may become a part of the supporting documentation for any contractual action deemed necessary by the Contracting Officer.

9. FREQUENCY OF MEASUREMENT

a. Frequency of Measurement.

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 Assessment Meetings.

The COR shall meet with the contractor when necessary to assess performance and shall provide a written assessment to the contractor and Contracting Officer.

After award of the contract, the contractor's Program Manager, the COR, and Contracting Officer shall sign this document.

Signature – Contractor Program Manager

Signature – Contracting Officer's Representative

Signature – Contracting Officer