

Quality Assurance Surveillance Plan

Telehealth Services

For: Telehealth Services

Contract Number: VA263-12-C-_____

Contract Description: An agreement with _____

Contractor's name: _____ (hereafter referred to as the contractor).

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. 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, Omaha, NE

b. Contracting Officer's Technical Representative (COTR) - The COTR is responsible for technical administration of the contract and shall assure proper Government surveillance of the contractor's performance. The COTR shall keep a quality assurance file. The COTR is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf.

Assigned COTRs:

Terry Dozler, Administrative Officer, VA NWIHCS
Danielle Wheelden, Telehealth Coordinator, VA NWIHCS

3. CONTRACTOR REPRESENTATIVES

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

Program Manager – _____

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 Performance Requirements Summary Matrix of the contract includes performance standards. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

TELE-HEALTH RN						
Task	Id	Indicator	Standard	Acceptable Quality Level	Method Of Surveillance	Incentive
Scheduling	1	Assist with scheduling for the telemedicine clinics	Duration of contract	100%	Periodic surveillance by COTR	Past Performance
Training	2	Assist in training telemedicine staff	Complete training protocol for all	100%	Document completion of training for all	Past Performance

			telemedicine staff		telemedicine staff	
Clinical	3	Obtain vital signs and facilitate telemedicine visits	Enter patient data and assist with exam when needed	100%	Periodic surveillance by VA medical staff	Past Performance

TELE-HEALTH LPN						
Task	Id	Indicator	Standard	Acceptable Quality Level	Method Of Surveillance	Incentive
Scheduling	1	Assist with scheduling for the telemedicine clinics	Duration of contract	100%	Periodic surveillance by COTR	Past Performance
Training	2	Assist in training telemedicine staff	Complete training protocol for all telemedicine staff	100%	Document completion of training for all telemedicine staff	Past Performance
Clinical	3	Obtain vital signs and facilitate telemedicine visits	Enter patient data and assist with exam when needed	100%	Periodic surveillance by VA medical staff	Past Performance

TELE-HEALTH PSYCH MID-LEVEL						
Task		Indicator	Standard	Acceptable Quality Level	Method Of Surveillance	Incentive
Create Infrastructure for Telemedicine Service	1	Assist in the creation of standard operating procedures telemed clinic	Duration of contract	100%	Review of Monthly Report	Past performance
Clinical	2	Conduct tele-psych clinic under guidance of MD Psychiatrist	Follows established best practices	100%	Monitored and reported by MD Psychiatrist	Past performance
	3	Conduct telemedicine clinics under guidance of MD Psychiatrist	Follows established best practices	100%	Monitored and reported by MD Psychiatrist	Past performance
	4	Participates in telementoring discussions under guidance of MD Psychiatrist	Follows established best practices	100%	Monitored and reported by MD Psychiatrist	Past performance

TELE-HEALTH MID LEVEL (PA – PRE-OP)						
Task	Id	Indicator	Standard	Acceptable Quality Level	Method Of Surveillance	Incentive
Create Infrastructure for Telemedicine Service	1	Assists with development of standard operating procedures as required	Duration of contract	100% (As needed)	Reported by Service	Past performance
	2	Assists in providing training on OR airway and documentation in Sharepoint	Sharepoint site documentation/ training completed by all required personnel	100%	Reported by Service	Past performance
	3	Assist in integration of the cardiac work up algorithm into the preoperative medicine clinic	Provide algorithm at all sites supporting the virtual preoperative mission	100%	Reported by Service	Past performance
	4	Conducts pre-op telemedicine clinics under guidance of MD/ Chief, Anesthesia	Follows established best practices	100%	Reported by Service	Past performance

TELE-HEALTH SOCIAL WORKER						
Task	Id	Indicator	Standard	Acceptable Quality Level	Method Of Surveillance	Incentive
Telemedicine Development	1	Develop telesocial work standard operating procedures using best national practices	SOP completed	100% (As needed)	Reported by Service	Past performance
	2	Develop telesocial work	Duration of contract	100%	Reported by Service	Past performance
	3	Collect outcome measures on social work consults as directed by Chief of Psychiatry	Duration of contract	100%	Reported by Service	Past performance
Clinical	4	Perform telesocial work consultations	Duration of contract	100%	Reported by Service	Past performance

TELE-HEALTH PHARMACIST						
Task	Id	Indicator	Standard	Acceptable Quality Level	Method Of Surveillance	Incentive
Create Infrastructure for Telemedicine Service	1	Assist in the creation of standard operating procedures for telemed pharmacy	Duration of contract	100% (As needed)	Reported by Service	Past performance
	2	Develop and conduct tele pharmacy clinic	Best practices as determined by supervisor	100%	Reported by Service	Past performance
	3	Develop telepharmacy algorithms to facilitate standardization of practice	Best practices as determined by national committee	100%	Reported by Service	Past performance
Training	4	Assist in integration of the telework up procedures to allow telemedicine clerks to assist with telepharmacy	Provide algorithm at all sites supporting the virtual telepharmacy	100%	Reported by Service	Past performance

TELE-HEALTH DIETITIAN						
Task	Id	Indicator	Standard	Acceptable Quality Level	Method Of Surveillance	Incentive
Create Infrastructure for Telemedicine Service	1	Assist in the creation of standard operating procedures for telemed dietary support with an emphasis upon diabetes management and weight loss	Duration of contract	100% (As needed)	Reported by Service	Past performance
	2	Conduct training of telehealth staff to ensure they will properly follow standard operating procedures for dietary telemedicine support	Duration of contract	100%	Reported by Service	Past performance
	3	Monitor telehealth patients to ensure compliance with dietary interventions	Best practices as determined by supervisor	100%	Reported by Service	Past performance
Training	4	Assist in integration of the telework up procedures to allow telemedicine clerks to assist with dietary support	Provide algorithm at all sites supporting the virtual dietary mission	100%	Reported by Service	Past performance

TELE-HEALTH SCHEDULER						
Task	Id	Indicator	Standard	Acceptable Quality Level	Method Of Surveillance	Incentive
Scheduling	1	Assist with scheduling for the telemedicine clinics	Duration of contract	100%	Reported by Service	Past performance
	2	Provide training to telemedicine staff to ensure proper standard operating procedures are followed and complied with.	Duration of contract	100%	Reported by Service	Past performance
	3	Assist with telemedicine education for distant site staff	Complete training protocol for all telemedicine site clinicians	100%	Reported by Service	Past performance

TELE-HEALTH PROGRAM SUPPORT ASSISTANT						
Task	Id	Indicator	Standard	Acceptable Quality Level	Method Of Surveillance	Incentive
Scheduling	1	Conduct training of telehealth staff to ensure they will properly follow standard operating procedures for scheduling and other CATT standard operating procedures	Duration of contract	100%	Reported by Service	Past performance
Training	2	Assist with telemedicine education for distant site staff	Complete training protocol for all telemedicine site clinicians	100%	Reported by Service	Past performance

TELE-HEALTH IT (Information Technologist)						
Task	Id	Indicator	Standard	Acceptable Quality Level	Method Of Surveillance	Incentive
Technical	1	Assist with data collection for the telemedicine clinics	Duration of contract	100%	Reported by Service	Past performance
	2	Maintains SharePoint site and scheduling system	Duration of contract	100%	Reported by Service	Past performance
Training	3	Assist in training telemedicine technicians on equipment	Complete training protocol for all telemedicine technicians	100%	Reported by Service	Past performance
	4	Assist with telemedicine education for distant site staff on equipment	Complete training protocol for all telemedicine site clinicians	100%	Reported by Service	Past performance

TELE-HEALTH CLINICAL TECHNICIAN/CLERICAL						
Task	Id	Indicator	Standard	Acceptable Quality Level	Method Of Surveillance	Incentive
Home Telehealth	1	Assist with enrolling patients in Home Telehealth	Duration of contract	95%	Reported by Service	Past performance
	2	Provide training to telemedicine staff to ensure proper standard operating procedures are followed and complied with.	Duration of contract	100%	Reported by Service	Past performance
	3	Assist with telemedicine education for distant site staff	Complete training protocol for all telemedicine site clinicians	100%	Reported by Service	Past performance
	4	Assist with technical education for Home Telehealth	Duration of contract	95%	Reported by Service	Past performance

5. INCENTIVES

The Government shall use Exercise of Option Period and past performance as an incentive. Incentives shall be based on exceeding, meeting, or not meeting performance standards.

6. METHODS OF QA SURVEILLANCE - CHANGE TO MATCH ACTUAL METHOD IN CONTRACT

a. **Performance Measures Review:** The COTR shall use the surveillance methods listed below. See scale in paragraph 7 for rating/rating methodology.

- (1) Review of Monthly Report
- (2) Document completion of training for all telemedicine staff
- (3) Periodic surveillance by COTR
- (4) Periodic surveillance by VA medical staff
- (5) Monitored and reported by MD Psychiatrist
- (6) Reported by Service

b. **Performance on Other Contract Requirements:** The following items will also be monitored. See scale in paragraph 7 for rating/rating methodology. Ratings for these items will be achieved by random sampling, inspections, observation and customer complaints.

- (1) Contractor conforms to contract requirements
- (2) Contractor meets quality patient care standards
- (3) Administrative matters handled appropriately (reports, credentialing, etc.)
- (4) Contractor's personnel are responsive and cooperative.

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:

SCALE FOR PERFORMANCE MEASURES REVIEW	
RATING	RATING METHODOLOGY
Met	All elements within the standard were met
Partially Met	At least half the required elements within the standard were met or partially met
Not Met	Less than half the required elements within the standard were met

SCALE FOR PERFORMANCE ON OTHER CONTRACT REQUIREMENTS	
RATING	RATING METHODOLOGY
Outstanding	Contractor provides exceptional quality of work. Work performance always achieves expectations and frequently exceeds them. Demonstrates a very high level of performance in all areas of responsibility.
Satisfactory	Work performance consistently fulfills expectations and periodically may exceed them. Work is of high quality in all significant areas of responsibility.
Unsatisfactory	Contractor does not meet most of the basic expectations and/or has failed to meet agreed upon performance measures. Significant improvement is needed in most aspects of this contract and contractor's performance.

8. DOCUMENTING PERFORMANCE. In conjunction with the quarterly performance measure reports prepared by the COTR, this data will also be used for documentation for a request to renew/not to exercise option period or renewal of a contract.

a. ACCEPTABLE PERFORMANCE

The Government shall document positive performance. Any report may become a part of the supporting documentation for any contractual action. In order for a contractor to receive an "Acceptable" Performance rating, contractor must:

(1) Receive "Met" or "Partially Met" on all performance measures (see rating scale above).

AND

(2) Receive "Outstanding" or "Satisfactory" rating for all other Contract Requirements items.

b. UNACCEPTABLE PERFORMANCE

When unacceptable performance occurs, the COTR shall inform the contractor. This will normally be in writing unless circumstances necessitate verbal communication. In any case the COTR shall document the discussion and place it in the COTR file.

When the COTR determines formal written communication is required, the COTR shall prepare a Contract Discrepancy Report (CDR), and present it to the contractor's program manager.

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 COTR. The Government shall review the contractor's corrective action plan to determine acceptability.

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

9. FREQUENCY OF MEASUREMENT

a. Frequency of Measurement.

During contract performance, the COTR will periodically analyze whether the negotiated frequency of surveillance is appropriate for the work being performed.

b. Frequency of Performance Assessment Meetings.

The COTR shall visit/correspond, at a minimum, with the contractor twice during the contract period: (1) middle of contract period and (2) end of contract period to assess performance and shall provide a written assessment. This written assessment will be forwarded to the Contracting Officer as documentation of contractor's performance and/or for a request to exercise option period, renewal of a contract or termination of a contract.

c. Semi-Annual Performance Measure Reports. COTR will provide CO with semi-annual reports (due 45 days after the end of each performance period). CO will forward these reports to the Contractor. In turn, the Contractor will review the reports and acknowledge receipt of report by returning a signed copy, along with any comments, to the Contracting Officer within 30 days of receipt of the report.

Signature – Contractor Program Manager

Signature – Contracting Officer's Technical Representative

