

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)  
Patient Valet Parking  
James H. Quillen VA Medical Center Mountain Home, TN 37684

<b>Performance Objective</b>	<b>Performance Standard</b>	<b>Method</b>	<b>By Whom</b>	<b>NOTES</b>
100%	1. All employees will be dressed in the appointed uniform every day. This includes wearing your PIV badge.	Random sampling & customer complaint	COR and/or Assistant COR or Customer Complaint	
98%	2. Contractor shall provide systems to courteously retrieve vehicles for Veterans in ten (10) minutes or less.	Random sampling & customer complaint	COR and/or Assistant COR	BONUS if meet this task for the month
100%	3. 100% of all reports shall be validated and delivered timely.	Daily and Monthly hard copy on company letterhead paper report	COR and/or Assistant COR Police Service	
100%	4. 100% of the time Open daily operations timely. Treat all people courteously.	Daily and Monthly sampling	COR and/or Assistant COR	BONUS if meet this task for the month
	5. Achieve proper staffing on site to manage traffic control and flow of vehicles to park – (no traffic backed up in circle & no calls for Police to unlock vehicles in valet parking holding area).	Random sampling & customer complaint & no calls for Police to unlock or remove a vehicle or direct traffic	COR and/or Assistant COR Police Service	BONUS if meet this task for the month
98%	6. Contractor shall provide systems to courteously greet & accept vehicles in ten (10) minutes or less.	Random sampling	COR and/or Assistant COR	BONUS if meet this task for the month
100%	7. Achieve a 100% no Safety Violations or Accidents for the Month and adhere to hospital safety rules, policies and regulations.	Random sampling and customer complaint or reports of accidents and issues	COR and/or Assistant COR Police Service	BONUS if meet this task for the month
100%	Security/lost or Stolen items The Contractor shall maintain vehicle keys and ensure not patient items are lost or stolen	Random sampling and customer complaint or reports of lost or stolen items	COR and/or Assistant COR Police Service	
100%	9. Valet parking contractor employees shall adhere to all state and federal traffic safety laws, license requirements	Random sampling or customer complaint	COR and/or Assistant COR Police Service	

	JHQVAMC patient safety and competency/training requirements.			
100%	10. Contract employees are not allowed to carry or use cell phones or any other electronic device except a contractor walkie-talkie while on duty.	Random, Daily, Monthly sampling & customer complaint	COR and/or Assistant COR	
100%	11. Contractor employees shall not utilize any tobacco product or e-cigarettes while on duty	Random, Daily, Monthly sampling & customer complaint	COR and/or Assistant COR	

**Please note bonuses are described in the performance work statement and apply to these items for surveillance as noted.**