

## QUALITY ASSURANCE SURVEILLANCE PLAN

**FOR:** Medical Services/Interventional Radiology

**CONTRACT NUMBER:** \_\_\_\_\_

**CONTRACT DESCRIPTION:** Interventional Radiology clinical/procedural services for the VA Eastern Colorado Health Care System

**CONTRACTOR'S NAME:** \_\_\_\_\_

### A. PURPOSE

This Quality Assurance Surveillance Plan (QASP) provides a systematic method to evaluate performance for the stated contract. This QASP explains the following:

1. What will be monitored.
2. How monitoring will take place.
3. Who will conduct the monitoring.
4. 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.

### B. GOVERNMENT ROLES AND RESPONSIBILITIES

The following personnel shall oversee and coordinate surveillance activities.

1. 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, VISN 19 Contracting Office

2. 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: Debbie Yoo, Imaging Service, VA Eastern Colorado Health Care System

3. Other Key Government Personnel: \_\_\_\_\_

### C. GOVERNMENT ROLES AND RESPONSIBILITIES

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

1. Program Manager: \_\_\_\_\_
  2. Other Contractor Personnel: \_\_\_\_\_
- Title: \_\_\_\_\_

### D. 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 are listed below in Section F. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

### E. INCENTIVES

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

### F. 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.

TASK	ID	Indicator	Standard	Acceptable Quality Level	Method of Surveillance	Incentive
Clinical Information Return	1	All radiology exams are dictated and verified/signed	Quality Assurance Committee review of complications	90%	Periodic Inspection (auditing)	Past Performance
	2	All Interventional exams completed must be entered into a log for tracking purposes	Providers are responsible for maintaining log book in Interventional Radiology section	100%	Direct Observation and Periodic Inspection (auditing)	Past Performance
Quality Care	3	BLS/ACLS/Moderate Sedation Certification	In order to perform Interventional procedures, providers must have and maintain current BLS/ACLS	100%	Documentation kept on file in Imaging Service's personnel files.	Past Performance

			certification and must be certified to perform moderate sedation			
	4	Provider Credentialing.	All Providers must be credentialed at the VA Eastern Colorado Health Care System.	100%	Verified with the Medical Staff Office.	Past Performance
Patient Safety	5	Patient safety incidents must be reported to the authorizing VA Medical center and the Joint IR review group.	All incidents documented and reported ASAP (within 30 days)	100%	Periodic inspection (auditing).	Past Performance

1. **DIRECT OBSERVATION:** Done by either COR or Chief of Imaging Service.

2. **PERIODIC INSPECTION:** Done either by pulling up reports available in the electronic radiology package or by regular, pulling log sheets and doing periodic audits

### G. 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:

One (1) incident of not meeting the performance standard will result in verbal counseling, second incident will be documented in a written warning, any further incidents will result in immediate dismissal.

### H. DOCUMENTING PERFORMANCE

**ACCEPTABLE PERFORMANCE:** The Government shall document positive performance. Any report may become a part of the supporting documentation for any contractual action.

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

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

The contractor shall acknowledge receipt of the CR 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. The Government shall review the contractor's corrective action plan to determine acceptability.

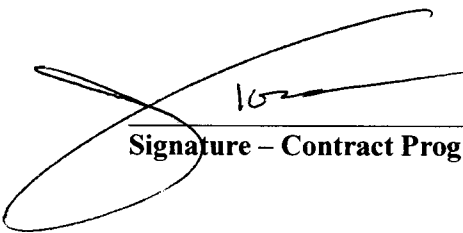
Any CDRs may become a part of the supporting documentation for any contractual action deemed necessary by the CO.

#### **I. FREQUENCY OF MEASUREMENT**

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

Frequency of Performance Assessment Meetings

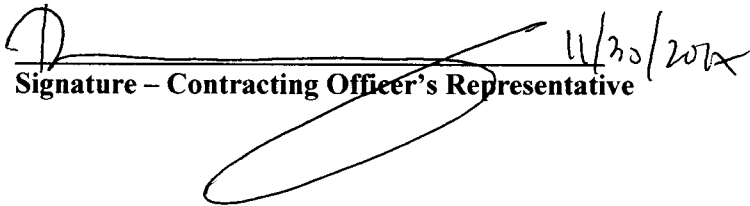
The COR shall review with the Chief, Imaging Service annually to assess performance and shall provide a written assessment.



10/30/2017

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**Signature – Contract Program Manager**



11/30/2017

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**Signature – Contracting Officer's Representative**