

Attachment E: QASP PERFORMANCE REPORT      DATE: \_\_\_\_\_

Measures	PWS Reference	Performance Requirement	Standard	Acceptable Quality Level	Surveillance Method
1-Provider Quality Performance	4.5	All Contractor's physician (s) shall perform in accordance with clinical standards	100% of care provided within clinical standards of care	_100_%	OPPE
2 - Qualifications of Key Personnel	2.1.3	Contractor's physician (s) Board Certified /Board Eligible in accordance with PWS requirements.	All (100%) Contractor's physician (s) are Board Certified /Board Eligible	_100_%	Random Inspection of qualification documents
3 - Scope of Practice/Privileging	1.5.33	Contractor's physician (s) perform within their individual scopes of practice/privileging	All (100%) Contractor's physician (s) perform within their scope of practice/privileges 100% of the time.	_100_%	Random Inspection of records.
4- Patient Access	General Safety	Contractor's physician (s) shall be available and in location as needed to properly perform tasks as specified.	All (100%) Contractor's physician (s) are on time and available to perform services.	_100_% Contractor's physician (s) perform within their scope of practice/privileges 100% of the time..	Periodic Sampling of Time and Attendance Sheets
5 - Patient Safety	General Safety 4.5.3.4	Patient safety incidents shall to be reported using Patient Safety Report. All incidents	All (100%) of patient safety incidents are reported using Patient Safety Report within	Contractor's physician (s) are on-time and available to perform services	Direct Observation

		reported immediately (within 24 hours.)	24 hours of incident.	100_% of the time	
6 - Maintains licensing, registration, and certification	2.1.1 2.1.2 2.1.3	Updated Licensing, registration and certification shall be provided as they are renewed. Licensing and registration information kept current.	All (100%) licensing, registration(s) and certification(s) for Contractor's physician (s) shall be provided as they are renewed. Licensing and registration information kept current.	_100_% of patient safety incidents are reported using Patient Safety Report within 24 hours of incident.	Periodic Sampling and Random Sampling
7 - Mandatory Training	2.1.7	Contractor shall complete all required training per VAMC policy	All (100%) of required training is complete on time by Contractor's physician (s).	_100_% licensing, registration(s) and certification(s) for Contractor's physician (s) shall be provided as they are renewed. Licensing and registration information kept current. No acceptable deviation.	Periodic Sampling
8 - Privacy, Confidentiality and HIPAA	1.5.20 2.1.7.2.1 2.1.9 4.3.2	Contractor is aware of all laws, regulations, policies and procedures relating to Privacy, Confidentiality	All (100%) Contractor's physician (s) comply with all laws, regulations, policies and procedures relating to	_100_% completions,	Contractor shall provide evidence of annual training required by VAMC, reports

		and HIPAA and complies with all standards Zero breaches of privacy or confidentiality	Privacy, Confidentiality and HIPAA		violations per VA Directive 6500.6.
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The table below is a sample that can be tailored – note that the table must identify where in the PWS the standards are found for monitoring performance. Check the MSO Customer Resource Center for approved mandatory QASPs.

**CPAR RATINGS ASSIGNED TO QASP ITEMS**

<p><b>EXCEPTIONAL:</b></p>	<p>Performance meets contractual requirements and exceeds many to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.</p> <p><i>Note: To justify an <b>Exceptional</b> rating, you should identify <u>multiple</u> significant events in each category and state how it was a benefit to the GOVERNMENT. However a singular event could be of such magnitude that it alone constitutes an Exceptional rating. Also there should have been NO significant weaknesses identified.</i></p>
<p><b>VERY GOOD:</b></p>	<p>Performance meets contractual requirements and exceeds some to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with some minor problems for which corrective actions taken by the contractor were effective.</p> <p><i>Note: To justify a <b>Very Good</b> rating, you should identify a significant event in each category and state how it was a benefit to the GOVERNMENT. Also there should have been NO significant weaknesses identified.</i></p>
<p><b>SATISFACTORY:</b></p>	<p>Performance meets contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.</p> <p><i>Note: To justify a <b>Satisfactory</b> rating, there should have been only minor problems, or major problems the contractor recovered from without impact to the contract. Also there should have been NO significant weaknesses identified.</i></p>
<p><b>MARGINAL:</b></p>	<p>Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being assessed reflects a serious problem for which the contractor</p>

	<p>has not yet identified corrective actions. The contractor's proposed actions appear only marginally effective or were not fully implemented.</p> <p><b>Note:</b> To justify <b>Marginal</b> performance, you should identify a significant event in each category that the contractor had trouble overcoming and state how it impacted the GOVERNMENT. A <b>Marginal</b> rating should be supported by referencing the management tool that notified the contractor of the contractual deficiency (e.g. Management, Quality, Safety or Environmental Deficiency Report or letter).</p>
<p><b>UNSATISFACTORY:</b></p>	<p>Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element being assessed contains serious problem(s) for which the contractor's corrective actions appear or were ineffective.</p> <p><b>Note:</b> To justify an <b>Unsatisfactory</b> rating, you should identify multiple significant events in each category that the contractor had trouble overcoming and state how it impacted the GOVERNMENT. However, a singular problem could be of such serious magnitude that it alone constitutes an unsatisfactory rating. An <b>Unsatisfactory</b> rating should be supported by referencing the management tools used to notify the contractor of the contractual deficiencies (e.g. Management, Quality, Safety or Environmental Deficiency Reports, or letters).</p>

Metrics and methods are designed to determine rating for a given standard and acceptable quality level. The following ratings shall be used (Reference: CPARS User Manual <https://www.cpars.gov/pdfs/CPARSGuidance.pdf> p. A2-1):

**DOCUMENTING PERFORMANCE**

- a. The Government shall document positive and/or negative performance. Any report may become a part of the supporting documentation for any contractual action and preparing annual past performance using CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR).
- b. If contractor performance does not meet the Acceptable Quality level, the CO shall inform the contractor. This will normally be in writing unless circumstances necessitate verbal communication. In any case the CO shall document the discussion and place it in the contract file. When the COR and the CO determines formal written communication is required, the COR shall prepare a Contract Report (CR), and present it to CO. The CO will in turn review and will present to the contractor's program manager for corrective action.

The contractor shall acknowledge receipt of the CR in writing. The CR 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 CR will also state how long after receipt the contractor has to present this corrective action plan to the CO. The Government shall review the contractor's corrective action plan to determine acceptability. The CO shall also assure that the contractor receives impartial, fair, and equitable treatment. The CO is ultimately responsible for the final determination of the adequacy of the contractor's performance and the acceptability of the Contractor's corrective action plan.

Any CRs may become a part of the supporting documentation for any contractual action deemed necessary by the CO. See Sample CR on the following page.