

**Performance Work Statement  
IT Programming Services  
Optimizing Medication use for Veterans  
VA Palo Alto Health Care System**

**Section 1: General Information**

1.1 General: This is a non-personal services contract to provide IT programming services for a program titled *Optimizing Appropriate use of Medications for Veterans* in support of the VA Palo Alto Health Care System (VAPAHCS). The Government shall not exercise any supervision or control over the contract service providers performing the services herein. Such contract service providers shall be accountable solely to the Contractor who, in turn, is responsible to the Government.

1.2 Background: This project will support evidence-based best practices for managing five common chronic conditions by implementing Clinical Decision Support (CDS) in the Veterans Integrated Services Networks (VISN) 21 Clinical Dashboard for Patient-Aligned Care Teams (PACTs). By working with PACTs, the primary care clinical teams, we will determine the most effective strategies to integrate CDS use into clinical workflow. The project will develop structures that can be readily adapted to clinical decision-making about additional conditions as new guidelines, clinical consensus, and patient data become available.

The project builds on previous work funded by VA Health Services Research and Development Service (HSR&D) that has developed informatics system architecture to integrate complex CDS into the VISN 21 Clinical Dashboard in a test environment. The proposed Quality Enhancement Research Initiative (QUERI) implementation project will move the system from the current test environment to the VISN 21 Clinical Dashboard computing environment, adjusting the system performance to scale to larger numbers of patient cases per day, and updating the clinical knowledge in the system's knowledge bases to remain aligned with current VA recommendations. Furthermore, the project will build on qualitative work on how different clinics use the Dashboard to understand how best to integrate CDS into actual practice at the time of clinical decision-making.

A long-term goal of the project is to create an infrastructure that will allow for implementation of clinical decision support for a variety of practice issues beyond medication management such as use of advance directives, elicitation of patient goals of care, monitoring functional status in patients with multiple morbidities, and reducing inappropriate testing.

1.3 Period of Performance:

Base Year:	August 1, 2018 to July 31, 2019
Option Year #1:	August 1, 2019 to July 31, 2020
Option Year #2:	August 1, 2020 to July 31, 2021

1.4 Place of Performance: The IT programming work may be performed remotely, but the Contractor will also be required to attend team meetings in person that will be held at the Palo Alto Medical Center located at 3801 Miranda Ave, Palo Alto, CA 94304. Any work connecting to VA systems must be done either on-site at VA or through a VA Virtual Private Network (VPN) approved by the VA Information Security Officer (ISO) and provided by VA Office of Information and Technology (OIT).

1.5 **Invoicing:** All invoices from the contractor shall be submitted electronically in accordance with VAAR Clause 852.232-72 Electronic Submission of Payment Requests.

VA's Electronic Invoice Presentment and Payment System – The FSC uses a third-party contractor, Tungsten, to transition vendors from paper to electronic invoice submission. Please go to this website: <http://www.tungsten-network.com/US/en/veterans-affairs/> to begin submitting electronic invoices, free of charge.

More information on the VA Financial Services Center is available at <http://www.fsc.va.gov/einvoice.asp>.

Vendor e-Invoice Set-Up Information:

Please contact Tungsten at the phone number or email address listed below to begin submitting your electronic invoices to the VA Financial Services Center for payment processing, free of charge. If you have question about the e-invoicing program or Tungsten, please contact the FSC at the phone number or email address listed below:

- Tungsten e-Invoice Setup Information: 1-877-489-6135
- Tungsten e-Invoice email: [VA.Registration@Tungsten-Network.com](mailto:VA.Registration@Tungsten-Network.com)
- FSC e-Invoice Contact Information: 1-877-353-9791
- FSC e-invoice email: [vafscshd@va.gov](mailto:vafscshd@va.gov)

## **Section 2: Definitions & Acronyms**

### **2.1 Definitions:**

*Contractor.* A supplier or vendor awarded a contract to provide specific supplies or service to the government. The term used in this contract refers to the prime.

*Subcontractor.* One that enters into a contract with a prime contractor. The Government does not have privity of contract with the subcontractor.

*Work Day.* The number of hours per day the Contractor provides services in accordance with the contract.

*Work Week.* Monday through Friday, unless specified otherwise.

## 2.2 Acronyms:

CDS	Clinical Decision Support
CKD	Chronic Kidney Disease
COR	Contracting Officer's Representative
DM	Diabetes Mellitus
HF	Heart Failure
HL	Hyperlipidemia
HSR&D	Health Services Research and Development Service
HTN	Hypertension
ISO	Information Security Officer
OIT	Office of Information and Technology
PACT	Patient-Aligned Care Teams
PI	Principle Investigator
PWS	Performance Work Statement
QUERI	Quality Enhancement Research Initiative
VA	Veterans Affairs
VAPAHCS	Veterans Affairs Palo Alto Health Care System
VISN	Veterans Integrated Services Networks
VPN	Virtual Private Network

### **Section 3: Government Furnished Property, Equipment, and Services**

The VA will allow access to a shared computer when the Contractor is on-site if such access is necessary for the work.

### **Section 4: Contractor Furnished Items and Services**

The Contractor shall provide all equipment, supplies, management, supervision, personnel, and transportation necessary to assure that all services are in accordance with the contract and all applicable laws and regulations. The contractor shall ensure all work meets performance standards specified in this Performance Work Statement (PWS) and referenced documents.

## Section 5: Specific Tasks

### 5.1 Overall Goal

Implement clinical decision support (CDS) into the VISN 21 Clinical Dashboard computing environment for the management of the following conditions: Hypertension (HTN), Diabetes Mellitus, Type 2 (DM), Hyperlipidemia (HL), Chronic Kidney Disease (CKD), and Heart Failure (HF).

### 5.2 Qualifications

The contractor must demonstrate the following qualifications:

- A. Extensive experience as an original developer of the software used in the project, specifically the EON guideline execution engine, and the overall EON architecture.
- B. Expertise in Protégé in health care domains.
- C. In-depth familiarity with existing ATHENA-Clinical Decision Support (CDS) systems such as ATHENA-Hypertension (HTN).
- D. International expertise in knowledge representation, particularly using Protégé.
- E. Experience interfacing ATHENA-CDS with existing clinical dashboard.
- F. Experience with and ability to work well with a multidisciplinary team including clinicians, knowledge engineers, medical informatics fellows, physician knowledge experts, database experts who develop and maintain dashboards using VA data, and system architect.

### 5.3 Deliverables

- A. Provide ongoing guidance to knowledge engineers who are encoding clinical knowledge into computable formats in Protégé.
- B. Make updates to EON guideline execution engine as needed for project.
- C. Extract data from Protégé knowledge bases when necessary data extraction is beyond expertise of the knowledge engineers.
- D. Advise team on methods for evaluation of clinical decision support systems.
- E. Advise/mentor medical informatics fellow(s) working on project.
- F. Participate with the team in writing academic papers about informatics developments of the project.
- G. Advise project Principal Investigator (PI) and other team members on analyses of best approaches to informatics challenges in the developing tools.
- H. Participate in team meetings.

#### 5.4 Progress / Compliance Reports

Monthly status reports outlining progress in terms of stated material development goals will be sent to the Principle Investigation (PI), Dr. M.K. Goldstein. The Contracting Officer's Representative (COR) will verify performance and compliance with PI on a monthly basis.

#### **Section 6: Attachments**

Attach #1      Quality Assurance Surveillance Plan

Attach #2      Business Associate Agreement