

## Attachment 1 -QASP

Measure	PWS ID	Performance Requirement	Standard	Acceptable Quality Level
Clinical Information Return; Quality; Patient safety	2.1.3.; 2.1.5.; 2.1.6. 2.1.11.; 4.1.3.;	Credentialing and Security Information	All temporary staff performing Professional and Allied Healthcare Staffing Services at the VAPHS must be licensed & credentialed in accordance with Department of Veteran Affairs and Local policies. All contracted personnel must respond to inquiries regarding licensing, credentialing, and security matters within 10 business days, or their on-boarding packet will be terminated.	100% of nominated contract employees complete the processing on time
	2.1.7.; 2.1.7.1; 2.1.7.3.; Attachment (Appendix B)	OSHA Requirement.	Required to have annual Flu, PPD/TB screening; current immunizations and evidence of having been offered the HEP-B vaccine prior to commencement of work.	100% this is mandatory
	4.4.6.; 4.5.;	Direct patient Care	Patient Safety- The contracted employee shall maintain a safe work environment specific to their scope of services.	100%
	3.5.; 4.5.;	Direct Patient Care	Respond to emergency situations in appropriate manner specific to their scope of services	90%
	5.6.2.	Customer Service	Interactions with patients and families are therapeutically based. Interactions with supervisors, coworkers and others within the organization are courteous, cooperative and contribute positively to the operation of the area. Visitors are consistently treated with respect:	90%

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Administrative	2.1.6.; 5.;	Training	Participation in education requirements as mandated by local, VISN, and national leadership.	100% of the contractor employees must meet this yearly requirement. Those not meeting this requirement will be suspended or terminated.
Fiscal Responsibility	7.2.; 7.3.; 7.4.;	Monthly invoices	Monthly arrears invoices of billed services will be forwarded to the Department of Veterans Affairs Financial Services Center for tracking and payment Invoices will arrive no later than 14 business days after the end of the billed month. Any late invoices will be sent separately and within 25 calendar days of the end of the billed month. No late bills will be added to the next month's invoice. Monthly invoices will at minimum include: unit, location, date, shift time, employee name, title/position, description of duty time, hours, rate and amount charged for each shift worked.	100%
		Percentage fill	Contractor will fill requested hours.	Contractor will fill 90 % of the requested hours at least 95% of the time.