

Attachment I: Quality Assurance Surveillance Plan

For: Basic and Advanced Life Support Ground Transportation-Special Mode of Travel

Contract Number:

Contract Description Basic Life and Advance Life Ground Transportation Service

Contractor's name:

1. PURPOSE

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

- What will be monitored?
- How monitoring will take place.
- Who will conduct the monitoring.
- 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.

2. GOVERNMENT ROLES AND RESPONSIBILITIES

The following personnel shall oversee and coordinate surveillance activities.

A. 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: Brian Maclean

Assigned CS: LaVerne Astroth

Organization or Agency: Department of Veterans Affairs, NCO 8, Tampa Florida

B. 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: Jonathan Esteban, Mobility Manager, (JAHVA) (813) 972 2000 EXR 5881

Organization or Agency: James A Haley VA Medical Center, Tampa Florida

C. Other Key Government Personnel:

Suzette Maynard, Superviosr, Medical Admin Spec, Health Administration Service, VHA
Organization or Agency: James A Haley VA Medical Center, Tampa Florida

3. CONTRACTOR REPRESENTATIVES

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

- A. Program Manager: To Be Determined
- B. Dispatcher: To Be Determined

4. 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 Summary Matrix, paragraph (N/A) in the Performance Work Statement (PWS), includes performance standards. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

Contractor agrees to maintain an on-going Quality Management/Assurance Program which include the following activities Quality Assurance: The contractor will be evaluated throughout the contract period in regard to their compliance with all VA quality performance measures and monitors as it pertains to the Ground Transportation Services; proper documentation, adherence to performance measures, timely access, excessive waits/delays, pickup and delivery of special mode. Additionally patient safety and patient complaints will be researched and addressed as necessary.

| Task | ID | Indicator | Standard | Acceptable Quality Level | Method of Surveillance | Rating |
|-------------------------------------|----|---|--|--------------------------|--|--------|
| Hours of Operation | 1 | Performance and Qualification as defined in PWS Section 2 | The Contractor shall provide 24 hour/7 days a week, regardless of distance, Non-Emergency/ Scheduled Patient Transport Service. | 98% | Daily Observation/ Review of Transportation Log and trip log | |
| Initial Pick-up Delivery /wait time | 2 | Patient must be picked up and/or Delivered by the Contractor's employees in a timely manner as defined by PWS Section 2.10-2.12 | Contractor will be responsible for pick-up and delivery for, actual time of schedule and non-scheduled appointments and actual waiting time at pick-up and delivery for schedule or non-scheduled appointments | 95% | Daily Observation/ Review of Transportation Log and patient arrival for scheduled appointments | |
| Quality Care | 3 | Contractor Performance Section 2 | Contractor shall be responsible for using appropriate driver screening and selection criteria when employing drivers. | 98% | Periodic Inspection | |
| | 4 | Contractor Personnel Section 2.23 | Contractor shall test drivers for prohibited drug use and alcohol misuse; administer a criminal background check, to the maximum extent permitted by State of Florida law. | 98% | Periodic Inspection | |

| Task | ID | Indicator | Standard | Acceptable Quality Level | Method of Surveillance | Rating |
|----------------------|----|---|--|--------------------------|--|--------|
| Patient Safety | 5 | Patient safety incidents must be reported to the authorizing VA medical center and the COR. Section 2.13 | Contractor employee shall ensure proper loading/unloading techniques are followed at all times. Patients in wheelchairs shall be loaded on to ramps, ensuring all safety systems are working-properly, e.g. roll back stops, and the driver must ride the lift with patients-during loading/loading. | 98% | 100% inspection, visible inspection of loading and unloading patients at arrival | |
| | 6 | Patient safety incidents must be investigated, confirmed and resolved Section 2.13 | The Contractor shall immediately notify the VA of any incidents involving injury to VA patients during transport. The Contractor shall promptly complete and submit to the Contracting Officer, an Incident Report with all information felt to be necessary for any full review. | 98% | 100% inspection of complaints written and/or verbal | |
| Patient Satisfaction | 7 | Patient complaints about the quality of service will be reported to the COR, and the Contractor. Section 2.13 | The Contractor shall notify the COR and Contracting Officer, in writing within 24 hours, of any complaints made by the patients with regards to transportation services. . | 98% | Customer Feedback of compliant written and/or verbal | |

| Task | ID | Indicator | Standard | Acceptable Quality Level | Method of Surveillance | Rating |
|------------------|----|--|--|--------------------------|---|--------|
| Invoicing Errors | 8 | Invoicing comply with Mileage Guide listed in the contract Section 6 | Invoicing comply with Mileage Guide listed in the contract | 98% | Budget & Acct Technician will perform review of monthly trip tickets against monthly invoice prior to acceptance and random quartley sampling | |

5. 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.

- A. DIRECT OBSERVATION. (Can be performed periodically or through 100% surveillance.)
Insert performance standard(s) IDs: 1 & 2
- B. PERIODIC INSPECTION. (Evaluates outcomes on a periodic basis. Inspections may be scheduled [Daily, Weekly, Monthly, Quarterly, or annually] or unscheduled, as required.)
Insert performance standard(s) IDs: 3 & 4
- C. 100% INSPECTION. (Evaluates all outcomes.)
Insert performance standard(s) IDs: 5, 6, and 7
- D. RANDOM SAMPLING. (Designed to evaluate performance by randomly selecting and inspecting a sample of cases.)
Insert performance standard(s) IDs: 8
- E. CUSTOMER FEEDBACK/COMMENT CARDS (Evaluates feedback from Veterans receiving transportation service)
Insert performance standard(s) IDs: 1, 2, 5, 6, & 7

6. 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 for measurement will be: **meets standards/does not meet standards**

7. DOCUMENTING PERFORMANCE

- A. Acceptable Performance

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

B. 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 CDR 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.

8. FREQUENCY OF MEASUREMENT

A. Frequency of Measurement.

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

B. Frequency of Performance Assessment Meetings.

The COR shall meet with the contractor quarterly to assess performance, discuss concerns, and troubleshoot existing problems.

James Lynes, (ACT) Associate Director, HAS

Suzette Maynard, Program Manager, HAS

Jonathan Esteban, COR

Contractor