

## D.6 QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

### Quality Assurance Surveillance Plan (QASP)

The contractor will be evaluated in accordance with the following:

#### 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 through contract modification. 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: Colleen Donahue-MacDonald

Organization or Agency:

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: Sherry Parsons

Organization or Agency: Robert J. Dole, Wichita VAMC

#### 3. CONTRACTOR REPRESENTATIVES

The following employee(s) of the contractor serve as the contractor's program manager(s) for this contract.

Primary:

Alternate:

#### **4. PERFORMANCE STANDARDS**

**The contractor is responsible for performance of ALL terms and conditions of the contract.** CORs will provide contract progress reports quarterly to the CO reflecting performance on this plan and all other aspects of the resultant contract. The performance standards outlined in this QASP shall be used to determine the level of contractor performance in the elements defined. Performance standards define desired services. The Government performs surveillance to determine the level of Contractor performance to these standards.

The Performance Requirements are listed below in Section 6. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the standard and assign a rating. At the end of the performance period, these ratings will be used, in part, to establish the past performance of the contractor on the contract.

#### **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.** 100% surveillance: Focused Provider Practice Evaluation (FPPE) and Ongoing Provider Practice Evaluation (OPPE). Contractor performance will be monitored by the government using the standards as outlined in this Performance Work Statement (PWS).

b. **PERIODIC INSPECTION.** Inspections scheduled and reported quarterly per COR delegation or as needed. All inspections and reports will be conducted in compliance with VA Privacy and Information security standards.

c. **VALIDATED USER/CUSTOMER COMPLAINTS.** Veteran or family complaints will be reviewed and addressed within seven (7) days of receipt. Contract discrepancies will be addressed using the Contract Discrepancy Report following established timeframes.

d. **RANDOM SAMPLING.** See section 4.8.4.6 Performance standards. All reviews and reports will be conducted in compliance with VA Privacy and Information security standards.

e. **Verification and/or documentation provided by Contractor.** Will be reviewed prior to the expiration date of licensure, training, etc.

**6. QASP PERFORMANCE REPORT**      **DATE:** \_\_\_\_\_

<b>Measures</b>	<b>PWS Reference</b>	<b>Performance Requirement</b>	<b>Standard</b>	<b>Acceptable Quality Level</b>	<b>Surveillance Method</b>	<b>Met AQL/DID NOT MEET AQL-CPAR RATING/ADD COMMENTS</b>
Provider Quality Performance	4.7.4.1	All Contractor's physician (s) shall perform in accordance with clinical standards	100% of care provided within clinical standards of care	100%	OPPE	
Qualifications of Key Personnel	4.7.4.2	All Contractor's physician (s) shall have current 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	
Scope of Practice/Privileging	4.7.4.3	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% Contractor's physician (s) perform within their scope of practice/privileges 100% of the time.	Random Inspection of records.	
Patient Access	4.7.4.4	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.	Contractor's physician (s) are on-time and available to perform services 90% of the time	Periodic Sampling of Time and Attendance Sheets.	
Patient Safety	4.7.4.5	Patient safety incidents shall to be reported using Patient Safety Report. All incidents reported immediately (within 24 hours.)	All (100%) of patient safety incidents are reported using Patient Safety Report within 24 hours of incident.	100% of patient safety incidents are reported using Patient Safety Report within 24 hours of incident.	Random Sampling	
Maintains licensing, registration, and certification	4.7.4.6	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	100% licensing, registration(s) and certification(s) for Contractor's physician (s) shall be provided as they are renewed. Licensing and registration information kept	Periodic Sampling and Random Sampling	

			registration information kept current.	current. No acceptable deviation.		
Mandatory Training	4.7.4.10	Contractor shall complete all required training per VAMC policy	All (100%) of required training is complete on time by Contractor's physician(s).	100% completions,	Verification and/or documentation provided by Contractor	
Privacy, Confidentiality and HIPAA	4.7.4.11	Contractor is aware of all laws, regulations, policies and procedures relating to Privacy, Confidentiality and HIPAA and complies with all standards Zero breaches of privacy or confidentiality	All (100%) Contractor's physician (s) comply with all laws, regulations, policies and procedures relating to Privacy, Confidentiality and HIPAA	100% compliance;	Contractor shall provide evidence of annual training required by VAMC, reports violations per VA Directive 6500.6.	

## 7. CPAR RATINGS ASSIGNED TO QASP ITEMS:

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/CPARS-Guidance.pdf> p. A2-1):

<b>EXCEPTIONAL:</b>	<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><b>Note:</b> To justify an <b>Exceptional</b> rating, you should identify <i>multiple</i> 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.</p>
<b>VERY GOOD:</b>	<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><b>Note:</b> 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.</p>
<b>SATISFACTORY:</b>	<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><b>Note:</b> 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.</p>
<b>MARGINAL:</b>	<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 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>
<b>UNSATISFACTORY:</b>	<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>

