

VISION: To be a patient centered integrated health care organization for Veterans providing excellence in health care, research and education; an organization where people choose to work; an active community partner and a back-up for National emergencies.

CORE VALUES:

- Trust – Trust is a critical element in the caregiver-patient relationship
- Respect- Dignified care and service to Veterans and their families is respectful
- Excellence- Striving for the highest levels of quality and expertise shall ensure exceptional care to Veterans
- Compassion- Extraordinary kindness and sensitivity during all interactions with patients, coworkers and families opens hearts
- Commitment- Dedication to the mission and to Veterans demonstrates your devotion

b. NMVAHCS shall inspect and investigate the establishment, facilities, business reputation, and other qualifications of the offeror and reserves the right to reject any offer, irrespective of price, that shall be administratively determined by the Contracting Officer to be lacking in any of the essentials judged necessary to assure acceptable standards of performance.

c. The contractor shall abide by the NMVAHCS Compliance and Business Integrity (CBI) Program Memorandum 0028

(<http://vaww.albuquerque.med.va.gov/Templates/Inner.aspx?pid=380&resourceSearchQuery=ethics>) which addresses marketing, admission process, transfer/discharge process, and billing issues. Eligible Veterans shall not be denied care for treatment which is not reimbursed by the third party insurance payer. <http://vaww1.va.gov/vhapublications/searchresults.cfm>

d. NMVAHCS requires that the Contractor's facility be located within the city limits of Durango, Colorado.

e. All contract employees shall be United States citizens or permanent residents. Personnel assigned by the Contractor to perform the services covered by this contract shall be licensed in the State of Colorado, or any State, Territory, or Commonwealth of the United States or the District of Columbia. All licenses held by the personnel working on this contract shall be full and unrestricted licenses. The qualifications of such personnel shall also be subject to review by the credentialing department of the NMVAHCS. Each physician or nurse assigned to work under this contract shall be credentialed by the New Mexico Veterans Administration Health Care System (NMVAHCS)

Subcontracted Provided Services:

- 1) All individuals that provide services under this Contract and are not employees of the Contractor shall be regarded as sub-contractors (including non-medical individuals). Contractor shall be responsible and accountable for the quality of care and services delivered by any and all of its sub-contractors. Contractor shall hold the sub-contractor accountable for the requirements for availability and accessibility of services as outlined in this contract.
- 2) Contractor shall use a systematic approach to monitoring the availability and accessibility of services of the sub-contractor as they relate to the quality of care monitors listed in this contract.
- 3) Subcontracted Provider Reports: Contractor shall furnish to the COR NMVAHCS, prior to commencement of services, a listing of all providers subcontracted for in the plan with documentation that they are credentialed and documentation that they meet current JC standards. If subcontracted providers change, a new report shall be provided, reflecting those changes. On the 15th calendar day after the beginning of each calendar quarter, Contractor shall submit a revised sub-contractor report to the Contracting Officer, NMVAHCS, of sub-contractors approved by NMVAHCS. The list of minimum required data sets shall be the same as those specified above.
- 4) Contractor shall report to the COR, NMVAHCS, all cases of suspected provider, sub-contractor's provider, patient abuse and/or fraud.