

## **Quality Assurance Surveillance Plan (QASP) Optometry Professional Services**

**For:** Optometry Services

**Contract Number:** TBA

### **Contract Description:**

Contractor to provide Optometry Services. The Optometrist is required to provide professional services in accordance with the Joint Commission (JC), National Board of Certification of Optometrists, and state licensure. The Optometrist will perform their duties at the contracted facility for the VA Roseburg Healthcare System.

**Contractor's name:** TBA (hereafter referred to as the Contractor).

### **Introduction**

The VACO Medical Sharing Office is requiring that all new contracts have a QASP. The purpose of the QASP is to provide the Government and contractor with evaluation criteria that determines whether or not the performance standards for a specific contract have been met.

### **Purpose**

It provides a systematic method to evaluate performance for the stated contract. The QASP explains the following:

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

The 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.

## **1. Government Roles and Responsibilities**

The following personnel shall oversee and coordinate surveillance activities:

- a. Contracting Officer (CO) – **TBA** - 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 receive 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.
- b. Contracting Officer's Technical Representative (COTR) – **Laura Wallace** and shall ensure proper:

Government surveillance of the contractor's performance.

The designated COTR shall review and document Contractor performance quarterly.

The COTR shall keep a quality assurance file.

The designated COTR give quarterly updates of Contractor performance to Clinical Medicine Expert.

The COTR is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf.

## **2. Contractor Representatives**

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

- a. Contractor Program Manager - TBA

## **3. 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, 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).

### Evaluating Factors

Measures	PWS Reference	Performance Requirement	Standard	Acceptable Quality Level	Surveillance Method	Incentive	Disincentive /Deduct
1. Assessment	11	Timeliness of Assessment	Initial assessments will be completed within 20 work days	90%	9 chart reviews per quarter	Favorable contactor performance evaluation.	Unfavorable contractor performance evaluation
2. Treatment Plan	11	Appropriateness of Treatment Plan	Treatment plans will be in line with assessment data and meet AOA/AOO Clinical Practice Guideliness	90%	9 chart reviews per quarter	Favorable contactor performance evaluation.	Unfavorable contractor performance evaluation
3. Service	11	Customer Satisfaction	<3 valid complaints	100%	Validated User/Customer Complaints	Favorable contactor performance evaluation.	Unfavorable contractor performance evaluation

#### **4. INCENTIVES**

The Government shall use continued contract performance and past performance as incentives. Incentives shall be based on exceeding, meeting, or not meeting performance standards.

#### **5. METHODS OF QA SURVEILLANCE**

Various methods exist to monitor performance. The COTR shall use the surveillance methods listed below in the administration of this QASP.

- Vista Reports
- EPRP Reports
- PATS reports from customer service
- Congressional Correspondence
- Medical Record Reviews
- Monitoring
- Direct observation

#### **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:

Positive: meets quality level

Negative: does not meet quality level

#### **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 COTR shall inform the contractor. This will normally be in writing unless circumstances necessitate verbal communication. In any case the COTR shall document the discussion and place it in the COTR file.

When the COTR determines formal written communication is required, the COTR 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 COTR. 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**

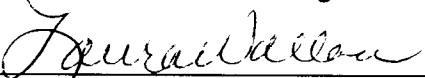
### **a. Frequency of Measurement.**

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

### **b. Frequency of Performance Assessment Meetings.**

**The COTR shall meet with the contractor quarterly to assess performance and shall provide a written assessment.**

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Signature – Contractor Program Manager

  
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Signature – Contracting Officer's Technical Representative