

# 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: Terry Whitfield

Organization or Agency: Department of Veterans Affairs

b. Contracting Officer's Technical 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: Peter Hjelmstad, Administrative Officer, Surgical Service, VA Eastern Colorado Health Care System.

## **3. CONTRACTOR REPRESENTATIVES**

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

#### 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 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.

#### 5. INCENTIVES/DEDUCTS

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

#### 6. 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.

Measures	PWS Reference	Performance Requirement	Standard	Acceptable Quality Level	Surveillance Method	Incentive	Disincentive (Deduct)
1 - Key Personnel	2.1.2	Provide required medical service as specified in the requirements.	Qualified personnel are available and in location as needed to properly perform tasks as specified.	100%	Random Inspection, Time and Attendance Sheets, Quality Assurance Reports	Favorable contractor performance evaluation.	Unfavorable contractor performance evaluation
2 - Patient Safety	4.5.1.1	Patient safety incidents must be reported using Patient Safety Report.	All incidents reported immediately (within 24 hours.)	100%	Direct Observation	Favorable contractor performance evaluation.	Unfavorable contractor performance evaluation
3 - Timely Invoicing	6.1	Within 30 days of the end of each month services were provided, as described above, the vendor shall provide itemized invoicing	All itemized invoices provided within 30 days of end of each month services delivered	100%	Inspection	Favorable contractor performance evaluation.	Unfavorable contractor performance evaluation

4 – Patient Satisfaction	4.7	Patient complaints about the quality of care are reported to the Service Recovery Liaison, COTR and the contractor	All patient complaints are reported immediately (within 24 hours) and resolved within 7 days	100%	Random inspection (auditing).	Exercise of Option Period and past performance	Unfavorable contractor performance evaluation
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Other performance evaluation factors will be monitored that are not quantified by numerical measurements which include: no inappropriate prescriptions; patient customer service comments; provider and Contractor relationship with hospital staff/government contracting personnel; compliance with hospital policy and procedures.

The contractor is responsible for performance of ALL terms and conditions of the contract, the elements above represent those that will be subject to ongoing reporting by the COR in accordance with this plan.

a. DIRECT OBSERVATION. 100% surveillance

b. PERIODIC INSPECTION. Inspections scheduled annually or as needed. 10 randomly selected patient files per inspection period.

c. VALIDATED USER/CUSTOMER COMPLAINTS. Customer complaint data is compiled quarterly and reviewed by Service Chief – any validated complaints against a Contractor that are not resolved within the required seven day period will be further investigated.

d. RANDOM SAMPLING. Patient treatment files to be reviewed will be randomly selected and cover the period of service.

e. Verification and/or documentation provided by Contractor.

## 7. 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:

<b>EXCEPTIONAL:</b>	Performance significantly exceeds contract requirements to the Government's benefit.
<b>SATISFACTORY:</b>	Performance meets contractual requirements.
<b>UNSATISFACTORY:</b>	Performance does not meet contractual requirements.

## 8. 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. When unacceptable performance occurs, the CO shall inform the contractor. This will normally be in writing unless circumstances necessitate verbal communication. In any case the CO shall document the discussion and place it in the contract file. When the CO determines formal written communication is required, the CO 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 CO. 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.

**9. 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 semi-annually to assess performance and shall provide a written assessment.

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SIGNED CONTRACTOR

DATE



12/6/12

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SIGNED COR

DATE