

Comment from Special Counsel Jeffrey S. Lubbers on *Quality Assurance Systems in Agency Adjudication*
November 16, 2021

Here are a few editorial suggestions:

Line 8: Replace “on a systematic basis” with “systemic problems”

Lines 9-10: Replace “denials of” with “failures to provide”

Line 21: Add “to” before “improve”

Line 65: I think the term “predictive reviews” is unclear in this context. It could mean assessing whether the decisions might be overturned on review or it could mean intervening, as suggested by paragraph 11.

Line 72: I would avoid the term “Reviewing.” In this context I think you mean “Analyzing” or “Examining”

Line 80: Instead of “understand,” how about “are familiar with”?

Lines 101-106: I would switch paragraphs 12 and 13, since the current 13 introduces the peer review concept and the current 12 mentions it.

Lines 118-120: I support the suggestion in comment A17R16

Line 143: I think the phrase “that could improperly influence decision making” is too cryptic. This seems to be concerned with improper use of QA data in performance appraisals, but maybe we need an example of such improper use. Especially since there are many proper uses of such data in appraising performance.

Line 173: I think you can omit “quality assurance” on this line—“their systems.”

Jeff Lubbers