

Memorandum

To: MGH Biomedical Engineering

From: Michael Cusack

Date: 22 February 2017

Subject: Guidelines for Use of Maintenance Work Order Substatuses

This memorandum provides instructions and guidelines for using maintenance work order substatures to document attempts to locate or access equipment due for maintenance, and to document other specific situations when maintenance work is due or overdue but not yet complete. The memorandum also provides interpretation and guidelines for conforming to the requirements of MEMP Section 4.12.4 Missing and Inactive Medical Equipment. If any conflicts exist or arise between this document and the MEMP, the MEMP shall take precedence.

1. Attempts to locate missing equipment due for maintenance

This section applies only to medical equipment with a fixed location and definitive user group, as described in Section 4.12.4 of the MEMP.

1.1. Interpretation of terms in MEMP Section 4.12.4

Medical Equipment with a fixed location and definitive user group – This shall be interpreted to mean any equipment that is NOT owned by Equipment Services/Materials Management.

A thorough search, consisting of a physical inspection of the area and inquiry to users regarding whereabouts – This shall be interpreted to mean:

- A minimum of one attempt per month for three consecutive months, beginning the month the device is due, to locate the equipment
- Each attempt will consist of a physical inspection of the **area** (see below) and an inquiry with **users** regarding the whereabouts of the equipment
- The **area** which shall be physically inspected shall include every location in the equipment's assigned unit where it could be reasonably located (in other words, for equipment used in patient rooms, every patient room on the unit), *plus* additional locations depending on the nature of the equipment:

- **Portable equipment that is expected to stay in the unit but could be moved by clinicians to potentially any location in the hospital** (e.g. pulse oximeters, ECG machines) – inspect adjacent (“neighboring”) units and any other probable locations based on patient flow (ICU to stepdown, for example)
- **Equipment that is assigned to a specific location in a unit and would typically be moved only by Biomed** (e.g. central stations, printers, network equipment, ADU signs) – inspect all similar locations on all other units. This means, for example, that *all* central station locations shall be inspected before a central station can be deemed missing, and *all* network closets shall be inspected before a network switch can be deemed missing
- **Portable equipment that is expected to travel with patients** (e.g. Medex pumps, PDMs, pacers) – inspect common areas in any other probable locations based on patient flow (e.g. Cardiac loop), but not patient rooms or exam rooms on other units
- **Equipment that is assigned to a particular clinical program/user group and normally travels within a fixed set of known locations** (e.g. portable dialysis) – inspect all known locations
- The **users** inquired with shall include someone in leadership or operational management of the unit, or front desk staff, who would potentially have knowledge of patient and/or equipment movement.

1.2. Documentation

When an initial attempt is made to locate equipment for maintenance, and the equipment is not located, the attempt shall be documented via a time entry on the equipment's maintenance work order, and the substatus of the work order shall be set to **Unable to Locate**. The status of the work order shall be **Active**.

When another attempt to locate the equipment is made the following month and the equipment is still not located, the attempt shall again be documented via a time entry on the equipment's maintenance work order. The work order substatus shall remain **Unable to Locate** and the status shall remain **Active**.

When an attempt to locate the equipment is made in the third consecutive month and the equipment is still not located, the attempt shall again be documented as a time entry on the equipment's maintenance work order. The work order status shall be set to **Completed** and the substatus shall be set to **PM Not Complete - Unable to Locate**.

The CMMS administrator will periodically identify and review completed work orders with substatus of **PM NOT Complete – Unable to Locate**. If the work order includes the required time entries for

searches, the CMMS administrator will set the status of the asset listed on the work order to **Missing**. If the work order does not include the required time entries, the CMMS administrator shall notify the assignee of the work order and generate a new maintenance work order with the same due date as the original. The asset will remain Active.

2. Attempts to access in-use equipment for maintenance

This section applies only to medical equipment with a fixed location and definitive user group, as described in Sec.4.12.4 of the MEMP (see above for interpretation).

When an initial attempt is made to access equipment in order to perform maintenance and the equipment is in use and cannot be removed from use, the attempt shall be documented via a time entry on the equipment's maintenance work order and the substatus of the work order shall be set to **Unable to Access**. The status of the work order shall be **Active**.

A minimum of one attempt per month shall be made every subsequent month until the equipment can be accessed. Attempts shall be documented via time entries in the equipment's maintenance work order.

Documented attempts to access in-use equipment cannot be retroactively counted as attempts to locate missing equipment if such a situation arises.

3. Repairs in progress

This section applies to all medical equipment.

When equipment due for maintenance is out of service and under repair, the *maintenance* work order substatus shall be set to **Repair in Progress** and the status shall be **Active** until the repair is complete and the maintenance can be performed.

4. Maintenance in progress

This section applies to all medical equipment.

When equipment is out of service for maintenance, the maintenance work order substatus shall be set to **PM in Progress** and the status shall be **Active** until the maintenance is complete.