How to Use
Diagnosis Checkboxes in Malfunction Reported Work Orders

The proper use of the Diagnosis checkboxes for MALFUNCTION REPORTED work orders is important for identifying and monitoring certain types of failures. Specifically, we need to monitor failures related to our maintenance activities in order to ensure the effectiveness of our equipment management program. This is a requirement in the Joint Commission and CMS standards. Select one Diagnosis and include a Diagnosis Description for each problem identified.

Diagnosis	Select this for:	Examples
Maintenance Preventable	A failure that is due to wear and tear, or the **gradual degradation** of a part over time, that **may be detected or prevented** by routine testing, calibration, cleaning or prophylactic parts replacement.	• Failure of an O-ring that would be replaced during PM • Failure of a battery that is past its due date for recommended replacement. • Problem with an EKG machine due to a print head that requires cleaning
No Problem Found	A reported failure which cannot be duplicated and for which troubleshooting does not reveal any problem with the device.	• Infusion pump tagged as broken but functional check shows no problem • Portable suction pump reported as not working but cannot duplicate problem • Unable to transmit to MUSE, but EKG machine functions properly
Spontaneous or Unpredictable	A sudden failure due to a malfunction of a component part or accessory, poor fabrication or assembly of the device, or poor design of the hardware or processes required to operate the device. Performing preventive maintenance **would not** have prevented the failure.	• Board failure • Power supply failure • Battery failure when battery is within its scheduled replacement interval
Use or Process Related (previously Use Error)	A failure caused by factors related to how the device is used, such as incorrect set-up or operation of the device by the user, Biomedical Engineering staff, or vendor service staff; human interference with the device; or unusual patient condition. Also includes failures caused by exposing the device to environmental stress outside its design tolerances, including abnormal wear and tear, accident, physical damage and abuse.	• Bipolar foot pedal was plugged into the Monopolar outlet • Paper loaded incorrectly • Misprogramming of drug library in infusion pump • Date or time incorrect on EKG machine • Dropped infusion pump with broken case • Connector broken off monitor • Display damaged due to incorrect cleaning procedure • Lead wire physically damaged • Missing or incorrect blood pressure cuff • Power cord run over, exposing insulation