

Chapter 47

Kelsey Trail Regional Health Authority – Medical Equipment Maintenance Follow Up

1.0 MAIN POINTS

In our 2010 Report – Volume 2, we made seven recommendations for Kelsey Trail Regional Health Authority (Kelsey Trail) to help improve its processes to maintain its medical equipment. Kelsey Trail has implemented three of the seven recommendations we made in 2010. One recommendation is no longer relevant because Kelsey Trail cancelled the arrangements with its earlier service provider. Kelsey Trail needs to do more work to implement the remaining three recommendations. It needs to maintain a complete list of equipment, maintain that equipment in accordance with required standards, and report maintenance results to senior management.

2.0 INTRODUCTION

In 2010, we assessed Kelsey Trail processes to maintain its medical equipment. Our 2010 Report – Volume 2, Chapter 11C concluded that Kelsey Trail did not have effective processes to maintain its medical equipment for the year ended March 31, 2010. We made seven recommendations to improve Kelsey Trail's processes.

3.0 STATUS OF RECOMMENDATIONS

This section sets out the recommendations and Kelsey Trail's actions up to August 31, 2012. We found that one recommendation is no longer relevant, and Kelsey Trail has implemented three recommendations but needs to do more for the remaining three.

3.1 Roles and Responsibilities Defined

We recommended that Kelsey Trail Regional Health Authority clearly define roles and responsibilities for maintaining all of its medical equipment in accordance with recommended standards. (2010 Report – Volume 2; Public Accounts Committee agreement January 19, 2011)

Status – Implemented.

Kelsey Trail has implemented policies and procedures that define staff roles and responsibilities for maintaining all of its medical equipment. Management and staff we interviewed were aware of their responsibilities for maintaining medical equipment.



3.2 Written Policies and Procedures Established

We recommend that Kelsey Trail Regional Health Authority establish written policies and procedures for maintaining medical equipment at all of its healthcare facilities. (2010 Report – Volume 2; Public Accounts Committee agreement January 19, 2011)

Status – Implemented.

Kelsey Trail has established and implemented policies for maintaining medical equipment at all of its facilities. The policies include guidance on how equipment is physically tagged and how equipment maintenance is electronically tracked.

3.3 Service Provider Agreement Cancelled

We recommend that Kelsey Trail Regional Health Authority make an agreement with its service provider for the maintenance of medical equipment. (2010 Report – Volume 2; Public Accounts Committee agreement January 19, 2011)

Status – No longer relevant.

Kelsey Trail cancelled arrangements with its earlier service provider effective March 31, 2012. Kelsey Trail has service contracts with various manufacturers and uses its own staff to do maintenance work.

3.4 Maintain a Complete List of all Equipment

We recommend that Kelsey Trail Regional Health Authority maintain a complete and current list of all medical equipment, its location, and its maintenance record. (2010 Report – Volume 2; Public Accounts Committee agreement January 19, 2011)

Status – We continue to make this recommendation.

Kelsey Trail implemented a computer system (system) to track medical equipment maintenance. The system identifies who is responsible for performing the maintenance (i.e., maintenance service contract versus in-house staff), what type of maintenance needs to be performed, and how often. The system schedules maintenance based on defined requirements and tracks all maintenance work completed.

Kelsey Trail has entered approximately 4,000 pieces of medical equipment in its system. Kelsey Trail has not entered all equipment in its system but continues to work towards that objective. Any equipment not included in its system will not receive regular maintenance.

3.5 Maintain all Equipment in Accordance with the Required Standards

We recommend that Kelsey Trail Regional Health Authority maintain all equipment in accordance with the required standards. (2010 Report – Volume 2; Public Accounts Committee agreement January 19, 2011)

Status – We continue to make this recommendation.

Kelsey Trail needs to perform maintenance in accordance with manufacturer or legislative requirements. We reviewed the information in its system and found that over 800 pieces of medical equipment had not yet been assessed as to whether preventative maintenance work is needed. Management is aware of the backlog and has hired an additional half time employee in 2012 to help address the issue.

3.6 Service Provider Maintenance Monitored

We recommend that Kelsey Trail Regional Health Authority monitor the medical equipment maintenance work performance by manufacturers and its service provider. (2012 Report – Volume 2; Public Accounts Committee agreement January 19, 2011)

Status – Implemented.

Kelsey Trail implemented policies for monitoring maintenance performed by manufacturers. Kelsey Trail uses its system to document which medical equipment is updated by manufacturers. The system also documents service contract requirements including the timing and frequency of planned maintenance work. Any maintenance work not completed as planned (i.e., past due in the system) is identified in monthly reports. The monthly reports are reviewed by management on a timely basis.

3.7 Provide Reports to the Board and Senior Management

We recommend that Kelsey Trail Regional Health Authority provide reports to the Board of Directors and senior management on the state of medical equipment at all of its healthcare facilities. (2012 Report – Volume 2; Public Accounts Committee agreement January 19, 2011)

Status – We continue to make this recommendation.

Kelsey Trail provides its Board of Directors and senior management with some information on completed maintenance of its medical equipment. For example, reports



identify the number of medical equipment maintenance work orders completed and the reasons for any delays. The reports do not include information on the state of all of its medical equipment at all of its healthcare facilities.

Senior management and the Board should receive reports that set out all medical equipment that has not been maintained in accordance with required standards. The reports should also identify the risk levels associated with each piece of equipment that is not currently being maintained in accordance with its requirements.