

Chapter 51

Kelsey Trail Regional Health Authority – Medical Equipment Maintenance

1.0 MAIN POINTS

By July 31, 2015, Kelsey Trail had not yet fully implemented three of the recommendations initially made in our *2010 Report—Volume 2*. To better manage the risk that medical equipment is not maintained as expected and required, Kelsey Trail needs to do the following. It needs to maintain a current list of all medical equipment, keep that equipment maintained in accordance with required standards, and give its Board and senior management better reports on the state of its medical equipment.

2.0 INTRODUCTION

Kelsey Trail is responsible for the overall quality of care of its patients. To provide a high level of patient care, Kelsey Trail uses medical equipment to help diagnose and treat patients. In 2014-15, it spent \$1.37 million on capital equipment purchases¹ and \$1.64 million on repairs and maintenance of medical equipment.²

This chapter reports the results of our second follow-up to assess Kelsey Trail's progress in addressing three of the seven recommendations we initially made in our *2010 Report – Volume 2*, Chapter 11C. These recommendations are designed to improve Kelsey Trail's processes to maintain its medical equipment. In our *2012 Report – Volume 2*, Chapter 47, we reported that, by August 2012, Kelsey Trail had implemented three recommendations, had not yet implemented three recommendations, and one recommendation was no longer relevant.

To conduct this review engagement, we followed the standards for assurance engagements published in the *CPA Canada Handbook – Assurance*. To evaluate Kelsey Trail's progress towards meeting our recommendations, we used the relevant criteria from the original audit. Management agreed with the criteria in the original audit.

We reviewed Kelsey Trail's policy and procedure manuals, capital asset information, reports from its computerized maintenance management system, and other relevant documents.

3.0 STATUS OF RECOMMENDATIONS

This section sets out each outstanding recommendation including the date on which the Standing Committee on Public Accounts agreed to the recommendation, the status of the recommendation at July 31, 2015, and Kelsey Trail's actions up to that date. We found that while Kelsey Trail had made some progress, it had not fully implemented the remaining three recommendations.

¹ Kelsey Trail Regional Health Authority, *2014-15 Annual Report*, p. 64.

² *Ibid.*, p. 84.



3.1 Complete and Current List of All Medical Equipment Needed to Facilitate Timely Maintenance

We recommended 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 – Partially Implemented

We recommended 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 – Partially Implemented

We found that 35% of the medical equipment purchases that we examined were not included in Kelsey Trail's computerized maintenance management system. Kelsey Trail's management was aware that its listing of medical equipment, produced from the system, was not complete or accurate. It continued to refine and correct its listing including the location and maintenance record. Management indicated that Kelsey Trail was reviewing its processes of adding and deleting equipment in its electronic system as it noted that when equipment was added to service or retired, the system was not always properly updated.

In our review of information in Kelsey Trail's system, we found Kelsey Trail had not assessed approximately 600 pieces of medical equipment to determine if preventative maintenance work was needed.

In addition, management indicated that Kelsey Trail was developing a policy so that staff would have clear expectations on which equipment to enter into the system and when. It expects this policy will help it develop and maintain a complete and current list of all its medical equipment. Lack of a complete and current list of all medical equipment increases the risk that Kelsey Trail may not appropriately manage the life cycle of its equipment. Without this information, equipment may not be maintained in accordance with the required standards.

3.2 Better Reporting to the Board and Senior Management Needed

We recommended 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. (2010 Report – Volume 2; Public Accounts Committee agreement January 19, 2011)

Status – Partially Implemented

Kelsey Trail continued to provide limited information to its Board and senior management on the state of medical equipment at all of its healthcare facilities. Reports did not identify the risk levels associated with using equipment not maintained in accordance with its requirements. Management indicated that Kelsey Trail was exploring another electronic system to generate understandable and meaningful reports. Management also indicated that turnover in biomedical staff contributed to delays in improving its reporting to the Board and senior management.

Not having regular reports on the state of all medical equipment increases the risk that senior management and the Board do not know whether medical equipment is maintained as expected and may not have sufficient information to make informed decisions about medical equipment.

