

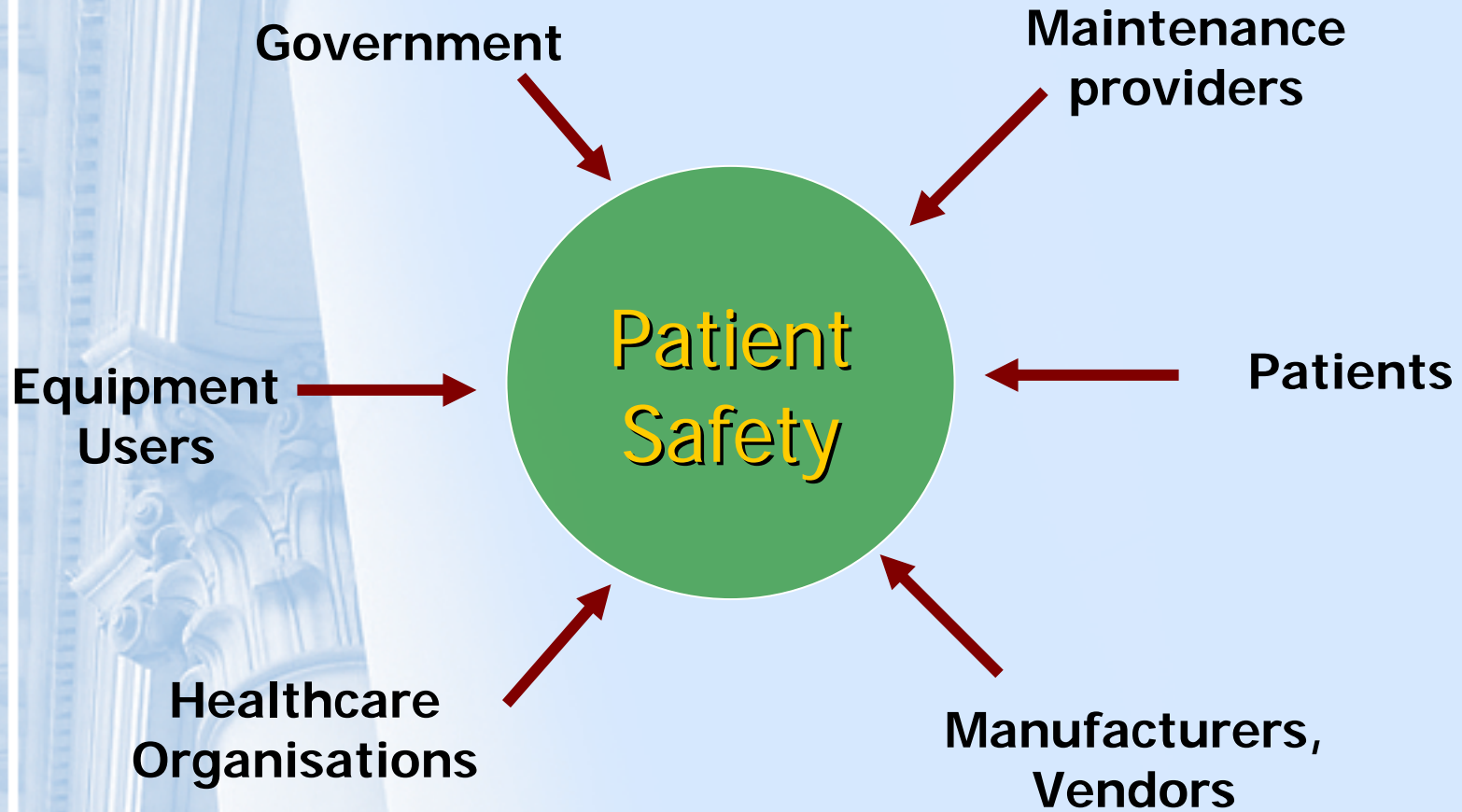


*What CAHTMA and
Healthtronics are Planning to
Do for Patient Safety in Asia*

Azman Hamid

**Senior Manager, Technology Management
Healthtronics (M) Sdn Bhd**

Maintenance and Patient Safety



Maintenance and Patient Safety



Maintenance and Patient Safety



Maintenance and Patient Safety

Responsibility of the following towards patient safety:

- Healthcare Organisations – equipment planning & selection of appropriate equipment
- Users – appropriate use
- Patients – feedback on equipment problem
- Government – regulatory
- Maintenance Providers – proper maintenance
- Manufacturers/Vendors - support

Maintenance and Patient Safety

Responsibility of maintenance providers:

- Give feedback on equipment conditions
- Perform safety testing before equipment is delivered back for clinical use
- Perform maintenance check at appropriate intervals
- Contribute and highlights concern during equipment selection committee meeting

Maintenance and Patient Safety

Responsibility of maintenance providers

- Keep appropriate documentation of equipment maintenance history
- Be well-versed in equipment maintenance
- Provide adequate feedback to end-users on equipment condition
- Insist to take faulty equipment 'out of service'
- Responsive on alerts and recalls

Introduction to Healthtronics

- A well-established Malaysian-based biomedical engineering company with operations throughout ASEAN region.
- Employs over 300 engineers and technicians maintaining over 50,000 pcs of biomedical equipment
- An ISO 9001:2000 certified company that provides comprehensive biomedical equipment maintenance and management services to over 100 hospitals.

Healthtronics

Healthtronics and Maintenance

Main tasks:

- Planned Preventive Maintenance
- Corrective Maintenance
- Acceptance Testing
- Mechanism to avoid failure
- Management of warranties
- Decommissioning
- User training
- Advisory services

Healthtronics and Maintenance

Problems faced:

- Lack of maintenance manuals
- Equipment not serviced and calibrated
- Overcharging by vendors
- Clinical assistants unaware of user maintenance tasks – consumables, charging of equipment, etc
- Inadequate and untrained service personnel

Healthtronics and Maintenance

Problems faced:

- Vendors untraceable
- No previous maintenance history
- Delay in response to breakdown
- Delay in procurement of spares

Maintenance and Patient Safety

Old and obsolete equipment:

- Alerts and recalls
- Wear and tear
- Decreased sensitivity of detection
- Slow to produce results
- Lacks appropriate alarms and interlocks
- Could not be properly supported by maintenance personnel



Maintenance, Patient Safety and Equipment Usage

Amongst tasks carried out:

- Filter replacement (ventilators, aspirators, etc)
- Water quality checks for dialysis
- Electrical safety checks
- Performance checks
- PPM kits replacements
- Light intensity checks
- HEPA filter replacement
- Energy outputs verifications



Healthtronics and CAHTMA

Our plan on patient safety:

- Equipment are properly inspected and maintained
- Improve our response to equipment breakdown
- Improve advisory services to customers
- Have our engineers and technicians certified
- Arrange workshops and trainings on patient safety
- Continue on our radiation protection seminars
- Plan for user training





THANK YOU