



STONEY HEALTH SERVICES POLICY AND PROCEDURES

EQUIPMENT MANAGEMENT MASTER POLICY

Effective: March 7,2015	Policy Code: PP + TITLE	Applies To:	✓ Leadership & Operations ✓ Programs & Services
Review: Oct. 9,2018	Sheet: 1 of 9		
Next Revision: Oct. 9,2020	Approval: ED		
Related Polices & Procedures: SHS Incident Reporting, Analysis and Resolution Policy, SHS Workplace Health and Safety Policy, SHS Transportation Policy, Stoney Tribal Administration Staff Regulations 2019			

- 1. STANDARD:** All SHS equipment, medical or otherwise (includes SHS vehicles), used by SHS personnel in the context of their work shall be maintained in good working order and used according to manufacturers specifications by properly trained personnel or contractors. This policy is also aligned with the Stoney Tribal Administration Staff Regulations as concerns the safe use of equipment and vehicles.
- 2. RATIONALE:** Efficient and effective management of equipment is the responsibility of all SHS personnel under the authority of the Manager of Administrative Services. Proper use of well-maintained equipment by adequately trained personnel contributes to better quality of care and services while reducing the likelihood of error as well as related risk-injury to clients and SHS personnel. This policy addresses the purchasing-replacement, use, cleaning and maintenance, training and monitoring of all SHS equipment in five (5) categories: 1) Medical Equipment for Primary Care (i.e. blood pressure machines, autoclave, oximeters, radiology equipment etc.), 2) Medical Equipment for Home Care (i.e. walkers, wheelchairs, oxygen tanks etc.) , 3) Internal Systems at the Health Center (i.e. heating and ventilation systems, fire alarms, computer systems etc.) , 4) SHS vehicles and 5) IT equipment.
- 3. POLICY:** All SHS physicians, personnel and contracted employees shall use SHS equipment and vehicles with appropriate training, according to manufacturers' specifications and in compliance with the following procedures.
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- A. DIAGNOSTIC IMAGING PREVENTIVE MAINTENANCE PROCEDURE:** See standalone policy in DI procedure Manual.
- B. EQUIPMENT CLEANING, DISINFECTION AND STERILISATION:** See SHS IPAC Policy
- C. MAJOR\MINOR EQUIPMENT/SUPPLIES: QUALITY ASSURANCE, MAINTENANCE & REPLACEMENT**
- i. **Maintenance of Major Medical Equipment/Supplies** (i.e. autoclave, centrifuge, urine analyser and scale etc.) are all maintained through service contracts with outside providers.
 - ii. **Maintenance of Minor Medical Equipment/Supplies** (i.e. thermometers, O2 Saturometers etc.) are maintained in good working order by the users according to Manufactures' Instructions and replaced when necessary by the Manager of Administrative Services.
 - iii. **Home Care Equipment/Supplies:**
 - a) For Use by Home Care Personnel: Required Home Care equipment (BP cuffs, pulse oximeter etc.) is requested through the Manager of and and ordered through SHS-approved vendor. It is provided to Home Care staff for the duration of employment and returned upon resignation/termination of duties. *Note: There is a Health Canada nursing supplies order form that can be used to order these items which are then billed through the home care program but we opt to use an SHS approved vendor as it is more cost efficient.*
 - b) For Use by Clients: Clients of the Stoney Nation can obtain equipment such as walkers, crutches, bath seats and raised toilet seats with a physician's prescription. See: <http://www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/provide-fourrir/med-equip/criter/index-eng.php> or contact NIHB at 1-800-232-7301 for details of what is covered, criteria for approval and how often a client is eligible for the same item. (ex. Can receive a new walker every 5 years). Wheelchairs will not be approved without an OT assessment. Arrangements will be made for the client to meet with the OT for an assessment and the justification letter by the OT will be forwarded to NIHB for further assessment.
 - c) Equipment Loans: If a client is not eligible for a new piece of equipment or needs a piece of equipment for only a brief time, items may be borrowed from the Home Care program. A loaner agreement form is completed and signed by the client and a witness (staff of SHC). Once the item is returned, the form is completed by a home care staff member and retained for our records. Items returned are inspected to ensure they are in good repair, cleaned with Cavicide or a bleach/water solution and returned to the Home Care Shed. Alternatively, clients can access the Red Cross Equipment Loan Program however; the client or caregiver is responsible for picking up and returning the equipment required by the client. See attached referral form. Contact info for



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the Calgary Branch of the Canadian Red Cross:100 1305-11th Avenue SW
Calgary Alberta T3C 3P, Phone: (403) 541-610Fax: (403) 541-6129

- d) Wheelchair Rentals: The Home Care Program, when possible, will loan wheelchairs to clients as per the process in 2 (a). When no wheelchairs are available, the client is advised to obtain a prescription from their physician for a wheelchair rental. This prescription can then be taken by the client or caregiver to a medical supplies vendor for processing. Or, clients may apply for a wheelchair rental through the Red Cross Equipment Loan program .
- e) Equipment Installation: The client and/or family are responsible for the installation of equipment in the home. It is not the responsibility of the Home Care Program. However, Home Care facilitates links between the client and the Vendor, as required. For any permanent changes to the home such as a wheelchair ramp or wall bars, the client or family are responsible for contacting the Housing Department of their Band.
- f) Incontinence Supplies:
- *New Clients :* New clients obtain a prescription from the physician for incontinent supplies. This prescription may then be taken by the client or caregiver to a medical supplies vendor (ex. Morley Pharmacy, Motion Specialties etc.) for processing. Another option involves the Home Care Nurse follows the Health Canada Incontinence Pathway for ordering incontinent products through the Health Canada DDC Pharmacy. See module on Continence Management. <http://www.abnurse-elc.com/campus/> (Home Care – Continence Management). The Home Care Nurse will then complete a NIHB/AB Region Home Care/ DDC Pharmacy Client Specific Medical Supplies and Equipment Program Order Form and submit to Health Canada DDC Pharmacy. See SHS Wound Care Policy Procurement of Dressing Products.
 - *Existing clients:* The Home Care Nurse will continue to order incontinent supplies by completing a NIHB/AB Region Home Care/ DDC Pharmacy Client Specific Medical Supplies and Equipment Program Order Form and submitting it to Health Canada DDC Pharmacy. See SHS Wound Care Policy Procurement of Dressing Products. Another option involves completing the Alberta First Nations Home Care Non-Insured Health Benefits Equipment/Supply Request form and submitting it to a medical supplies vendor (ex. Motion Specialties).
- g) Dressing Supplies: See the procedure on Procurement of Dressing Products.
- iv. **Quality Assurance for Major/Minor Medical Equipment/Supplies :** Certain pieces of Major and Minor equipment require daily, weekly or monthly Quality Assurance. To this end, Log Books are kept



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adjacent to the equipment in question and are updated as required by the Manager of Administrative Services. Any deviations outside normal operating parameters shall be immediately reported to the Manager of Administrative Services on the SHS Incident Reporting, Analysis and Resolution Form; or on the **Vehicle Deficiency Report, as the case may be**. See Appendix I: SHS Quality Assurance Equipment Log.

As an additional Quality Control measure when equipment requires battery changes and/or replacements, the Manager of Administrative Services must inspect and replace the battery in order to carry out a visual inspection.

- v. **Replacements of Major/Minor Medical Equipment/Supplies:** Minor/ major medical equipment replacements are referred to the Manager of Administrative Services as soon as possible in writing. Costs for replacement of major equipment is part of ongoing financial planning for Capital Expenditures under the purview of the Executive Director.
- vi. **Storage:**
 - i. Usable replacements for minor equipment are stored in designated respective storage rooms for the Community Health (Rm. 142), Clinic (Rm. 142), Home Care (Rm. 142 and Home Care cupboards) and Transportation services (Transportation Shed). For batteries see Manager of Administrative Services (Rm. 127).
 - ii. Home Care stores large, useable items in locked storage sheds outside at the rear of the Health Center.
 - iii. Certain exceptions for storage of usable replacements from Health Canada vendors (DDC) for Home Care are kept in the office of the HC Coordinator.

C. MAINTENANCE OF INTERNAL ENVIRONMENTAL, COMMUNICATION AND SECURITY SYSTEMS: Equipment purchases, maintenance and replacement are tracked using the SHS Equipment Management Log to ensure optimal an safe equipment performance at all times.

- i. **Heating and Ventilation Systems:** Systems are checked by Health Canada Facility Maintenance twice yearly. Boilers and plumbing are serviced and maintained as required by a Health Canada - approved contractor. Heating and AC units on the roof top are serviced as per the details of a maintenance contract with an external contractor twice yearly (spring and fall) and repaired as required or recommended.
- ii. **Fire Alarm System and Extinguishers** are serviced and maintained yearly by an external contractor and as required when identified during monthly checks by the Safety Officer.



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iii. **IT Systems:** See SHS Information Management Policy.

iv. **Other Systems:** Other systems (Phones, Security, Radiology) have warranties or service agreements with appropriate companies. All vendors, contractors and service people are identified in the Management Drive under Facility Services, Emergency Contacts, Maintenance Contractors and Supplies.

Radiology has a QA program administered and regularly monitored by the DI technologist following the guidelines by Mayfair Place Diagnostics and accredited by the College of Physicians and Surgeons of Alberta for the Government of Alberta. Other smaller medical devices have Quality Assurance provided by an approved external contractor as recommended by the manufacture’s recommendations. (i.e. autoclave, scales, centrifuge, and certain lab equipment).

v. **Replacements:** Small items and equipment are replaced immediately as required. Larger items are replaced, as required. Updating and replacement of much of the larger equipment at SHS is carried out with support from Health Canada, as required.

vi. **Storage:** General Storage is in Room #109, each department within SHS stores some items in their respective work areas and has a specific storage area for program supplies, Rm. 142 for Clinic supplies, Rm. 149 for Lab Supplies, Rm. 133 for Community Health Supplies, Rm. 109 for Community Wellness Supplies, Rm. 109 and 141 for stationary supplies, Rm. 109, area 115, 114 and shed for Homecare Supplies and Exterior Shed for Transportation Supplies.

D. VEHICLES: QUALITY ASSURANCE, MAINTENANCE & REPLACEMENT

i. Maintenance and Quality Assurance:

- **Fuelling:** All employees who drive have a fuel card. Fuel must never be allowed to go below ½ a tank and must be topped up before retiring the vehicle for the day.
- **Regular Inspections:** For each day of use, the driver must do a vehicle check list as shown in the SHS Transportation Policy. Drivers of each vehicle are responsible for filling out vehicle deficiency reports immediately when there is an issue. If a vehicle is considered unsafe upon review of this report, it is taken out of service until repaired. Vehicles are also inspected, weekly and monthly as well as during each oil change (by mileage) and as required by Vehicle Maintenance Reports. SHS has a service contract with a local garage for this. See the SHS Transportation Policy for more details.



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- ii. **Replacement:** Replacement vehicles must be authorised by Health Canada upon approval by the Executive Director.
- iii. **Storage:** Transportation Services stores useable items (i.e. windshield wiper fluid etc.) in a locked storage shed outside at the rear of the Health Centers. This is Monitored by the (delegated-monthly) SHS Vehicle Inspection Maintenance Person. This is an extra duty reimbursed on a monthly basis with a list of posted duties answerable to the Manager of Administration Services and the Executive Director.

E. MONITORING MEDICAL EQUIPMENT/SUPPLIES, INTERNAL SYSTEMS AND VEHICLES: All medical equipment/supplies, internal systems and vehicles are monitored by the appropriate Managers in collaboration with the Safety Officer using the SHS Equipment Management Log to ensure optimal and safe equipment performance at all times. Reports are provided monthly to the Executive Director, or more often as required; and, they are available at all times on the Management Drive. This log enables SHS to track the purchasing, location, operational status /breakdowns, preventive maintenance and replacement under the following headings:

- Diagnostic Imaging
- Exam Rooms
- Home Care
- Internal Systems
- Information Technology
- Treatment Room
- Triage Room
- Well-Baby Room
- Vehicles

F. EQUIPMENT FUNDED BY NON-INSURED HEALTH BENEFITS: To support First Nations people and Inuit in reaching an overall health status that is comparable with other Canadians, Health Canada's Non-Insured Health Benefits (NIHB) Program provides coverage for a limited range goods and services when they are not insured elsewhere. The Non-Insured Health Benefits Program is Health Canada's national, medically necessary health benefit program that provides coverage for benefit claims for a specified range of drugs, dental care, vision care, medical supplies and equipment, short-term crisis intervention mental health counselling and medical transportation for eligible First Nations people and Inuit.

G. REPORTING AND INVESTIGATING EQUIPMENT BREAKDOWNS: All equipment failures/breakdowns must be reported using the SHS Incident Reporting, Analysis and Resolution Policy for reporting and investigating equipment breakdowns, **other than vehicles for which Vehicle Deficiency Reports are used.**

H. SELECTING AND PURCHASING EQUIPMENT: Major Equipment is selected and purchased using a tender process with three quotes based on predetermined criteria.



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5. INDICATORS AND FORMULAE:

Indicators /Measures	Calculation
Rate of Equipment-related incidents	$\frac{\text{Number of Equipment-related incidents per quarter} \times 100 \%}{\text{Total Number of incidents per quarter}}$

6. RESPONSIBILITIES: SHS Managers in collaboration with the Safety Officer are responsible for the application of this policy.

7. REVISIONS:

- | | |
|-------------------------------------------------------------------------------------|------------------|
| A. Malimban, <i>Home Care Manager</i> | Date: Oct.9,2018 |
| B. Hancock, <i>Safety Officer</i> | Date: Oct.9,2018 |
| C. Merrt, <i>Manager of Administrative Services</i> | Date: Oct.9,2018 |
| D. Richter, <i>Nurse Manager Community Health, Primary Care & Public Health</i> | Date: Oct.9,2018 |

8. APPROVALS:

A. Khan
Executive Director

Date: Oct.9,2018



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APPENDIX I: FACILITIES MAINTENANCE AUDIT

<p>Stoney Health Services Box. 8 Morley, Alberta T0L1N0 Phone: (403) 881-2712 Fax: (403) 881-2174</p> <p style="text-align: right;">FACILITY MAINTENANCE AUDIT (CODE : F + TITLE)</p>	<p>Stoney Health Services Box. 8 Morley, Alberta T0L1N0 Phone: (403) 881-2712 Fax: (403) 881-2174</p> <p style="text-align: right;">FACILITY MAINTENANCE AUDIT (CODE : F + TITLE)</p>																																																																																																						
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Note bulbs for replacement.</td> <td></td> </tr> <tr> <td><input type="checkbox"/> All fire alarms are in good working order</td> <td></td> </tr> <tr> <td><input type="checkbox"/> Rugs are clean and free of stains</td> <td></td> </tr> <tr> <td><input type="checkbox"/> Upholstery is clean and intact.</td> <td></td> </tr> <tr> <td><input type="checkbox"/> Cabinetry and countertops in good repair.</td> <td></td> </tr> <tr> <td><input type="checkbox"/> Interior doors are in good working order (prox readers, handles, locks, jams).</td> <td></td> </tr> <tr> <td><input type="checkbox"/> Store rooms are tidy.</td> <td></td> </tr> <tr> <td><input type="checkbox"/> Washer and Dryer in good working order.</td> <td></td> </tr> </table>	Date:	Auditor:	Items Audited	Follow-ups required	Kitchen		<input type="checkbox"/> Garbage and recycling area is clean.		<input type="checkbox"/> Appliances are clean and in good working order.		<input type="checkbox"/> Water dispenser is clean and in good working order.		<input type="checkbox"/> Sink is clean and drains.		Bathrooms		<input type="checkbox"/> Toilets, toilet seats and sinks are in good repair.		<input type="checkbox"/> Drains are running well (not clogged).		<input type="checkbox"/> There is no evidence of mold.		<input type="checkbox"/> Mirrors are intact, no chips or cracks.		<input type="checkbox"/> Surfaces are clear of graffiti.		Heating and Cooling Systems		<input type="checkbox"/> Furnaces are working or turned off.		<input type="checkbox"/> Glycol level is sufficient.		<input type="checkbox"/> Thermostats are set appropriately, covers are intact.		<input type="checkbox"/> Base heaters and fans are in good working order.		<input type="checkbox"/> Rooftop units are serviced and filters are changed.		<input type="checkbox"/> Stand-alone AC unit in IT room is emptied and serviced.		<input type="checkbox"/> Vents, air intakes are unobstructed.		<input type="checkbox"/> Hot water tank is inspected for general repair.		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<input type="checkbox"/> Thermostats are set appropriately, covers are intact.																																																																																																							
<input type="checkbox"/> Base heaters and fans are in good working order.																																																																																																							
<input type="checkbox"/> Rooftop units are serviced and filters are changed.																																																																																																							
<input type="checkbox"/> Stand-alone AC unit in IT room is emptied and serviced.																																																																																																							
<input type="checkbox"/> Vents, air intakes are unobstructed.																																																																																																							
<input type="checkbox"/> Hot water tank is inspected for general repair.																																																																																																							
General Interior																																																																																																							
<input type="checkbox"/> Flooring is in good repair.																																																																																																							
<input type="checkbox"/> Paint and woodwork are in good repair.																																																																																																							
<input type="checkbox"/> Bulletin Boards, display cases in good repair.																																																																																																							
<input type="checkbox"/> Windows and window frames are in good repair.																																																																																																							
<input type="checkbox"/> Attic and Roof access closed/sealed.																																																																																																							
<input type="checkbox"/> Lights are in good repair. Note bulbs for replacement.																																																																																																							
<input type="checkbox"/> All fire alarms are in good working order																																																																																																							
<input type="checkbox"/> Rugs are clean and free of stains																																																																																																							
<input type="checkbox"/> Upholstery is clean and intact.																																																																																																							
<input type="checkbox"/> Cabinetry and countertops in good repair.																																																																																																							
<input type="checkbox"/> Interior doors are in good working order (prox readers, handles, locks, jams).																																																																																																							
<input type="checkbox"/> Store rooms are tidy.																																																																																																							
<input type="checkbox"/> Washer and Dryer in good working order.																																																																																																							
Date:	Auditor:																																																																																																						
General Exterior																																																																																																							
Items Audited, cont'd	Follow-ups required, cont.'																																																																																																						
<input type="checkbox"/> Exterior paint and woodwork is in good repair.																																																																																																							
<input type="checkbox"/> Sheds are in clean, tidy and in good repair.																																																																																																							
<input type="checkbox"/> No debris in compound.																																																																																																							
<input type="checkbox"/> Parking lot surface is in good repair.																																																																																																							
<input type="checkbox"/> Fence and razor wire is intact.																																																																																																							
<input type="checkbox"/> Compound gate is working and serviced.																																																																																																							
<input type="checkbox"/> The garbage area is clean.																																																																																																							
<input type="checkbox"/> Roof, gutters & eaves troughs are clean and in good repair.																																																																																																							
<input type="checkbox"/> Exterior lights are working.																																																																																																							
<input type="checkbox"/> Sprinklers are working (in season).																																																																																																							
<input type="checkbox"/> Sidewalks and signage in good repair.																																																																																																							
<input type="checkbox"/> Landscaping is maintained.																																																																																																							