

Performance Indicators Policy

Purpose

The purpose of the Equipment Maintenance Management Program is to provide a safe and supportive environment for the efficient and effective provision of patient care services.

Objective

The objective is to minimize the risk of using medical equipment through inspection, preventive maintenance, corrective maintenance and education of equipment users.

To properly monitor compliance with these objectives the following performance indicators will be used. (The Joint Commission on Accreditation of Healthcare Organizations in strict compliance with the Environment of Care Handbook provides all indicators used.)

Performance Indicator	Type of Indicator	Performance Target	Source of Data
Preventive Maintenance (PM) completed during the month scheduled	Rate	≥95%	Work order data history
Preventive Maintenance failure rate	Rate	<5%	Work order data history
Incidents with equipment due to equipment failure	Count	Zero	Department and Risk Management reports

To measure the overall effectiveness of the program the following criteria could be used, **at year's end**, as secondary performance indicators suggested by CIRACET.

Performance Indicator	Type of Indicator	Performance Target	Source of Data
Minimum Turn Around Time	Rate	≤ 8 working days (Unless justification is provided or replacement part was needed.)	Work order data history
Comparable Cost	Price for Repair Parts and Estimated Cost of each labor hour	<10% of the estimated acquisition cost	Initial Purchasing information, Contractual agreement and separate part invoices

Medical Equipment Management Program Annual Evaluation

The biomedical equipment management program is reviewed and updated (if needed) on an annual basis by the engineering, administrative and biomedical technician staff. Partial evaluations and modifications are made to CIRACET's processes when a complaint is reported and changes are determined to be necessary. Annual evaluations consist of reviewing CIRACET's processes, Preventive Maintenance protocols, frequency of preventive maintenance, etc.

User satisfaction surveys are also used as a tool to evaluate CIRACET's performance. Surveys are completed by department supervisors and administrative personnel to rate their satisfaction with our services. (Survey is presented next.) Previous survey results will be used to analyze trends in users' satisfaction. Results are also used to determine actions to be taken to improve the biomedical equipment maintenance services.

Also, annual reports are made available to the Plant Facilities department to present all the work performed during the year and the effectiveness of the program based on parts acquisition, completed PM's, etc.

CLIENT SATISFACTION SURVEY

Por favor indique marque el encasillado que mejor describa los siguientes puntos del programa.	1 Muy Pobre	2 Pobre	3 Bueno	4 Muy Bueno	5 Excelente	N/A
Mantenimientos preventivos completados a tiempo						
Método actual de solicitar servicios						
Cuando llama para solicitar un servicio el personal se muestra amable y servicial						
Cuando llama para solicitar un servicio se le indica cuando el técnico estará trabajando la reparación						
Tiempo para completar una reparación que no requiera piezas es razonable						
Tiempo de respuesta para una reparación de emergencia (Tiempo que se toma el técnico en responder a su llamada)						
Tiempo de respuesta para una reparación no emergencia						
El Técnico Biomédico se reporta cada vez que visita el hospital o su departamento						
Tiempo para completar una reparación que requiera piezas es razonable						
Calidad de la reparación (se volvió a dañar rápido, no identifico el problema correctamente, el equipo funciona igual o mejor que antes, etc.)						
Satisfacción con la información brindada sobre el estatus de las reparaciones pendientes por parte del personal biomédico						
Satisfacción con la información brindada sobre el estatus de las reparaciones pendientes por parte de la gerente de cuentas						
Calidad de la documentación brindada sobre los servicios: Mantenimientos Preventivos y Reparaciones						
Cortesía y amabilidad del personal (CIRACET staff)						
Calidad en la asistencia del personal en cuanto a proyectos del departamento u otras gestiones administrativas						
Calidad de sesiones educativas (En el caso de que haya recibido entrenamiento en el uso de algún equipo o tecnología)						