Enhanced Biomedical Equipment Maintenance Services Through Collaboration in QEH

Insufficient coordination among major players.

Lack of guidelines in handling maintenance for different equipment under different maintenance parties.

No standard on Preventive Maintenance (PM) and Corrective Maintenance (CM).

Lack of unified communication system in disseminating product recall / safety alerts.

In need of monitoring measures for PM compliance within or after warranty.

Present by Mr. Simon WONG, SHM(AS), QEH
Multi-parties Collaboration From Purchasing to Disposal of Medical Equipment

- **Purchasing**
  - Tender Processing
  - Contract Management

- **Under Warranty**
  - Identify Maintenance Service Providers before warranty expiry
  - Reminding the suppliers of the PM requirement in the purchase order and warranty notification letter.
  - Fix a label showing PM requirement with the equipment.
  - Disseminate quarterly warranty information report to department w.e.f. Dec 2010.

- **Post Warranty Maintenance**
  - Defined PM frequency for high risk equipment.
  - Issue annual PM schedule & monthly notice for PM
  - Conduct PM within 2 months
  - Complete CM within 14 days & issue delay notice when needed
  - Quarterly PM compliance report for continuous monitoring
  - Carry out PM compliance audit by BES team since Sep 2009
  - Issued safety alert or product recall to concerned users by the end of next working day upon receipt (Full compliance)

- **Disposal**
  - Disassociation of condemned assets within 3 months after notification from users (Full compliance)
Service Evaluation

PM Compliance of EMSD Within 2-Month Planned Period

PM Compliance

Month

FY10/11
FY11/12

0% 20% 40% 60% 80% 100%
Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar
Service Evaluation

![Chart showing Surprise Inspection Result for 50 items in Dept. J]

**Action**
- Meetings among user department concerned, EMSD, GE & AS QEH
- PM report sent to WM direct by GE
- Clearance of outstanding PM jobs by EMSD within a time frame after mutual communication between EMSD and Dept. J
- EMSD provides special PM section for Dept. C on Saturday for selected types of equipment

**Surprise Inspection Result for 50 items in Dept. J**

- 74% Equipment completed PM upon checking
- 24% Equipment missing PM but in use upon checking
- 2% Equipment missing PM but not in use upon checking
Continuous Quality Improvement

To align same standard across different service providers
- PM check list
- CM completed in 14 days and issue delay notice when needed
- PM briefing
- MAQUET (Maintenance Service Contractor of Servo Ventilator) provides maintenance data for upload to AMS-MM

Thank You!