



Service Priorities and Programmes Electronic Presentations

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Collaboration for Medical Equipment Maintenance

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Introduction

Quality management of medical equipment is a key to achieving excellent patient service. An appropriate frequency of preventive maintenance and a quality corrective maintenance performed are essential to a safe and stable performance of medical equipment. The planning of medical equipment maintenance is of equal importance, which allows a maximum allocation of resources. To enhance the management of medical equipment, cluster administration team must strengthen the effort on collaboration work with different parties, including but not limited to head office (HO), hospitals and contractors.

Objectives

To strengthen the collaboration with the following parties, cluster administration team aims to: 1. Head office: Assist in the comprehensive planning and management of medical equipment maintenance 2. Hospitals: Assist in the implementation of HO direction in medical equipment maintenance 3. Contractors: Monitor the maintenance performance of contractors for bulk and cluster contracts closely

Methodology

To allow the head office to have a better understanding in the medical equipment maintenance in cluster, cluster administration team, as the bridge between head office and hospitals, is responsible for liaising with hospitals to update the latest status of medical equipment in the Asset Management System (AMS) and deliver up-to-date information from head office to hospitals. It is understood from HO that AMS will soon be migrated to Enterprise Management System (EAM); cluster administration team assisted in data cleansing and consolidates comments from hospitals on maintenance-related issue for the consideration of HO over the planning of medical equipment maintenance. Cluster administration team also works closely with contractors, monitor the maintenance data and their compliance to Key Performance Indicators (KPI), study the cases which fail to meet the KPI and advises contractors for improvement. Cluster administration team works closely with contractors and they are always encouraged to voice out if they face any difficulties.

Result

Cluster administration team, as a coordinator, helps delivering latest information and data between several parties. Strengthening the collaboration between cluster administration team and several parties therefore facilitates the provision of bulk maintenance contract and the review on the performance of contractors on the compliance of medical equipment maintenance. Medical equipment maintenance service in the cluster could be enhanced by the continuing effort of cluster administration team.