

COMMUNITY HEALTH CENTRE, _____

HOSPITAL ADMINISTRATION MANUAL

Infrastructure & Furniture fixture Maintenance Management

STANDARD OPERATING PROCEDURE
HAM.03



STANDARD OPERATING PROCEDURES

FOR



INFRASTRUCTURE & EQUIPMENT MAINTENANCE MANAGEMENT

COMMUNITY HEALTH CENTRE, _____

758_____

ODISHA

PHONE NO:

1.0 Purpose:

To Establish and implement a procedure for systematic maintenance of medical equipments & infrastructure to ensure effective provision of services in the hospital

2.0 Scope:

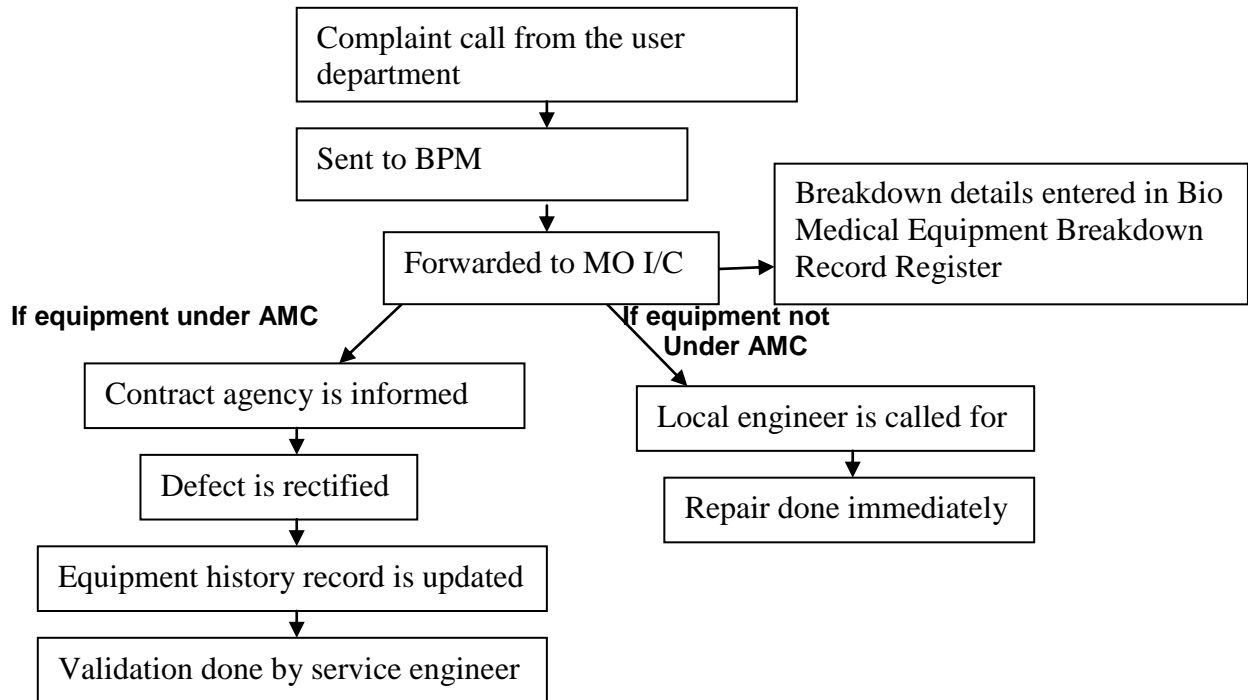
The scope of this procedure covers the maintenance of following:

- Buildings & Civil Infrastructure
- Furniture & fixtures
- Medical Testing & Therapeutic Equipment
- Utility equipment including DG Set & Compressors, Air Conditioners & Fire Extinguishers etc.
- Intercom & Telecommunication Systems

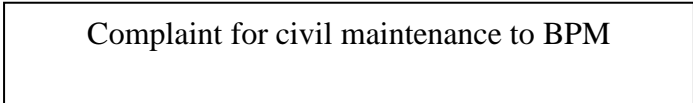
3.0 Reference: Quality System Manual, MNL: QSM: 01, Section 6.3

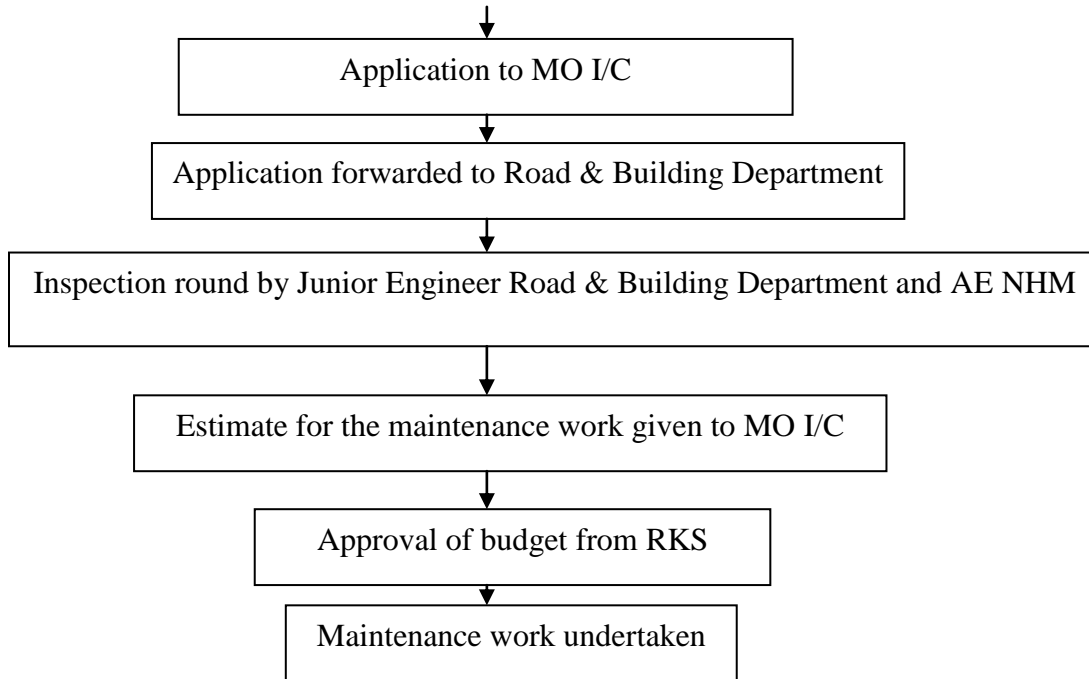
4.0 Process flow:

Breakdown Maintenance of Equipments:



For Civil Maintenance:





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HAM.03**5.0 Standard Operating Procedures**

S No.	Activity	Responsibility	Related format
5.1	Preventive Maintenance		
5.1.2	<p>The civil preventive maintenance plan includes the following:</p> <ul style="list-style-type: none">• Cleaning of the terrace• Repair of plasters, fixing window glass panes, water proofing measures to handle leakage, seepage and drainage,• Lubrication of all the hinges of doors and windows for smooth movement.• Annual Pest Control to ensure rodent and pest free environments.• Maintenance of Hospital Landscape, including gardens and other green areas.	<p>Engineering Maintenance Staff</p>	
5.1.3	<p>For civil maintenance work firstly a request is made with the BPM. He then writes an application to MO I/C informing him about the same.</p>	<p>BPM</p>	<p>Application for civil maintenance</p>
5.1.4	<p>MO I/C forwards this application to Road & Building Department. A Junior Engineer from the department takes a round along with AE of NHM.</p>	<p>MO I/C</p>	<p>Application for civil maintenance</p>

COMMUNITY HEALTH CENTRE, _____

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HAM.03

5.1.5	A Budget is then given to the MO I/C for the work. This budget is then sanctioned through the RKS fund and maintenance carried out.	MO I/C	
5.1.6	A master list of equipment with the approved agencies for maintenance is maintained centrally in one file along with the valid contracts	MO I/C	Master List Of Equipment Register
5.1.7	Preventive maintenance schedules are prepared based on manufacturers' recommendations & review of History Card.	Engineering Maintenance Staff	Preventive Maintenance Plan Schedule
5.1.8	The intimation of preventive maintenance is communicated in advance to the various departments for release of equipment.	Engineering Maintenance Staff	
5.1.9	Preventive maintenance is carried out as per Maintenance Schedule and Records	Engineering Maintenance Staff	Preventive Maintenance Plan Schedule
5.2.0	All preventive maintenance jobs done are recorded in Equipment History Register.	Engineering Maintenance Staff	
5.2.1	Calibration Plan for all the equipments is prepared.	Maintenance In-charge	
5.2.2	All the fire fighting equipment whether ABC powder based or the conventional one is inspected for its specified standard pressure once in every six months.	Maintenance In-charge	
5.2	Break Down Maintenance		

COMMUNITY HEALTH CENTRE, _____

HOSPITAL ADMINISTRATION MANUAL

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HAM.03

	<ul style="list-style-type: none"> • An Engineering Complaint Log Book is maintained by all departments and wards. • In case of any event besides the regular maintenance, a complaint is sent to the BPM in the Complaint book by the concerned Departmental head. • BPM then informs the MO I/C about it. • If the complaint is such that it can be rectified by the maintenance staff available with the hospital then he is informed. • In case the maintenance staff cannot rectify the problem then an engineer is called and rectification is done. • Payment to him is given through the RKS fund. • No repair and maintenance job is considered as completed till the problem of complaining department is resolved. 	<p align="center">BPM/ MO I/C/ Maintenance staff</p>	<p align="center">Engineering Complaint Log Book</p>
<p>5.2.1</p>	<p>In case of breakdown of any biomedical equipment, similar process as mentioned above is followed.</p>	<p align="center">User Department</p>	
<p>5.2.2</p>	<p>The breakdown details are entered in the Biomedical Equipment Breakdown record register.</p>	<p align="center">Maintenance staff</p>	
<p>5.2.3</p>	<p>If the equipment is under AMC the contract agency is informed. Time and date of the same is noted. The personnel from the contract agency</p>	<p align="center">Maintenance staff</p>	

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HAM.03

	rectify the defect. The equipment history record is updated with the required information and is validated by the service engineer.		
5.2.4	If the equipment is not under AMC. It is repaired immediately if possible otherwise maintenance plan is made	Maintenance staff	

6.0 List of Formats:

- Master List
- Work Order
- Preventive Maintenance Plan Schedule
- Preventive maintenance Monthly Check list

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Infrastructure & Furniture fixture Maintenance Management

STANDARD OPERATING PROCEDURE
HAM.03

Appendix

1.

Master List of Equipments

Sl. No	Equipment Name	Asset Number	Technical Specifications	Equipment Make	Year of Installation / Commission	Location (Room No / Area)	AMC / Calibration Agency	Calibration Due Date

2.

Engineering Complaint Log Book

Sl. No	Equipment Name	Location	Complaint	Complaint Date & Time	Reported By	Resolved Date & Time	Resolved By

8. Process Efficiency Criteria:

Sl. No.	Activity	Efficiency Criteria
01	AMC	All critical equipments/services to be covered under AMC
02	Availability of equipment	The equipments shall be functional at least 90% of times and the same shall be available for use.
03	Rectification of defects	The defects pointed out in the infrastructure shall be got repaired / process initiated within 2 working days from the date of proposal

9. Reference Documents

State Govt. Guideline for maintenance of equipment and infrastructure