

VALLEYCARE
OLIVE VIEW-UCLA MEDICAL CENTER/HEALTH CENTERS
DEPARTMENT: FACILITIES
POLICY & PROCEDURE

NUMBER: 569
VERSION: 1

SUBJECT/TITLE: BIO-MEDICAL DIVISIONAL GENERAL OPERATIONS

PURPOSE: To provide general guidelines for daily activities and demeanor of Bio-Medical personnel. Policies and procedures, which are outlined in the Administration, Hospital Policy Manual, and Personnel manuals, will not be repeated here.

PROCEDURE:

POLICY:

I. Policy and Procedure, Responsibilities:

- A. It is the responsibility of all technicians to understand and follow all Bio-Medical Shop policies and procedures. Administrative and Personnel procedures are also to be understood where they relate to County employees.
- B. Technicians are encouraged to make suggestions on any policies which they feel need to be improved.
- C. Whenever a policy is changed or amended, the approval of the Facilities Director will be obtained prior to enforcing the new requirements.

II. Conduct within the Bio-Medical Shop:

- A. The Bio-Medical Shop is to be locked in the absence of shop personnel.
- B. There will be no evidence of the reading of newspapers, magazines, or other periodicals, which are not related to the Bio-Medical field except during breaks and lunch. Unauthorized INTERNET access unless Bio-Medical related should be avoided. Phones are not to be used for personal business. County policy addresses this issue. Anyone violating this rule is subject to disciplinary action. Continued violations will be looked upon as grounds for more severe disciplinary action leading to termination.
- C. All technicians are to act in a courteous and professional manner when interacting with their peers, supervisors, and hospital personnel. Obnoxious behavior and/or rudeness will not be tolerated.
- D. The Hospital and Division Dress Code will be observed.
- E. Technicians are to indicate to the supervisor or shop personnel their whereabouts if they expect to be away from the shop for a lengthy time. Within the facility, personnel will call the shop and identify their new location.
- F. All technicians are to record and distribute phone messages immediately upon receipt. In most cases this will be accomplished by leaving a message at the appropriate technician's bench. All efforts should be made to contact the technician if it is a family emergency/life threatening

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situation. At times, when deemed necessary by the technician taking a call, the caller is to be placed on hold, the appropriate technician located and the call transferred to his/her whereabouts. Incoming personal calls should be brief and kept to a minimum.

- G. The shop time clock is to be used for all shop functions and time restraints. Lunch and break times must be observed. Lunch hours are 11:30am – 12:00noon. Break times are 9:00am – 9:15am and 1:30pm-1:45pm. All technicians will observe these regulations. If a technician must be on the wards during lunch/break or is responding to a stat call (documented on the work order) at lunch/break, the employee will notify the shop supervisor or shop personnel of the activity. Breaks must be taken during the allotted period and cannot be carried over.
1. The management of time is to be observed in detail. Documentation of employee violation of time-related policies will be given to the employee and a copy placed in their file. Continued abuse may result in disciplinary action.
 2. The late/sick procedure for the Bio-Medical Shop is as follows: All personnel will call the Facilities Office to request time-off before or after work hours. A message machine is on during non-work hours. Employees are to inform office personnel that they are requesting a sick day, or that they will be late. Written requests should be submitted at least three (3) working days in advance of the date of the requested time off.
 3. The Shop Working Supervisor reviews time cards and gives them to the Time Keeper for processing. Time cards reflecting discrepancies will be addressed to the employees' immediate supervisor. County policy will be followed and problems will be referred to Human Resources for resolution.
 4. On days that time cards are collected early and no time cards exist, there will be blank cards provided to employees. These are to be signed as normal in the space provided and punched in and out as usual. They will be collected, saved, and monitored.

III. Organization and Cleanliness:

- A. An informal gathering will be held every morning to discuss call-backs, any unresolved problems, and the up-coming day's activities.
- B. Technicians will be expected to keep their work area neat and organized. It will be understood that performing repairs on Bio-Medical equipment will require a complement of test equipment and hand tools and that areas cannot always be organized. However, the area is to be cleaned up after completing such repairs prior to starting other jobs of this nature.
- C. Any equipment, which is pending repair due to parts procurement, is to be reassembled and "stickered" as to its status ("out of service", "waiting for parts", etc.). If the device is placed out of service, the service history should be printed and the request put in the change bin. The device

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history should be checked on the computer to make sure there is not a pending work order. If so, include the requested status on the P.M. sheet. Exceptions will be made for difficult to reassemble equipment, which has had parts on order. The same procedures should be followed for bad parts and P.C. (Printed Circuits Boards). All should be clearly marked with their status. Bad boards and boards that can be used for parts should be clearly marked as such.

- D. All shop hand tools and test equipment are to be returned to the proper storage location when a technician is finished with it. The item is to be returned in a neat manner with cord restraints or bags when applicable. Under no circumstances are line cords, probes, test cables, patient cables, etc., to be tossed in a cabinet or bin without being neatly tied and identified.
- E. The last day of each work week is to be used by everyone in a shop-wide cleaning effort. Carts are to be cleaned up; test equipment is to be put away unless authorized by the supervisor or designate.
- F. Service and operators manuals are to be returned to their file folders as soon as possible. In any case they are to be filled at the end of each work week.

IV. Documentation of Time and Work Orders:

- A. Technicians are expected to spend the majority of their time performing scheduled work and preventive maintenance, which is distributed to them via the supervisor. Technicians are also free to perform work as it is found while working on the wards. In all cases, this work is to be documented with a work order (see section C).
- B. A small percentage of time will also be spent in safety meetings, training, and attending divisional meetings, cleaning up, attending manufactures' seminars, or other miscellaneous tasks assigned to them by their supervisor.
- C. Technicians will have two basic types of work orders assigned to them. They are as follows:
 - 1. **Active Work Orders:** These are service calls called into the service center or generated by the technicians. A service work order is assigned to the technician responsible for the area. If the technician is not available, it will be assigned to any available technician. All service work orders will be documented in the service call program and a copy filed in the device equipment folder. These will show the technicians response, time spent on repair and what was done to correct the problem. The work orders must be completed on the second day or the supervisor must be notified.
 - 2. **PM Work Order:** These work orders are scheduled inspections assigned to a location/technician. The amount of work orders in this category is often no possible to be kept in a folder. Therefore, these work orders are to be kept neatly in one area with a master list of all

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items by location and BEC (control number). This list is to be crossed out and initiated when a device is found. The PM sheet will be turned into the completion bin with any changes requested clearly marked on the sheet. The PM work orders will be in-put into the computer system and all requested changes made. All PMs that will be turned in at the end of each month, either done, or UTL. * The UTL list be printed out for each technician, and the technician will use the list to locate equipment.

*UTL: Unable to locate

V. Noise/Distractions

- A. Every attempt shall be made to keep the noise level to a minimum when working in the Bio-Medical Shop and in the hospital environment. Verbal exchanges should be kept below the level that would distract other business being conducted in the area.
- B. If the work is to require a substantial amount of noise, the head of the affected division is to be notified in advance. When possible, scheduling will be done to allow for the least disruption of patients and personnel. In any and all cases, noise will be kept to the lowest level possible.
- C. The Division's Infection Control policy is to be strictly enforced when performing work that may cause dust.

VI. Other:

- A. Entering a patient's room:
 - 1. The privacy, dignity, safety, and comfort of each and every patient shall be of utmost concern to all Bio-Medical personnel at all times and in all areas.
 - 2. Permission shall be obtained from the head nurse, assistant head nurse, or patient's nurse prior to entering any patient's room and employee's I.D. badge must be clearly displayed.
 - 3. Work on any bio-medical equipment within a patient's room is to be completed as quickly as possible. If possible, the equipment will be removed from the patient's room for repairs. If loaner equipment is available for the duration of the repair work, it is to be supplied, and the unit requiring repair will be removed the Bio-Medical Shop.
 - 4. Should a physician be with a patient within the room of equipment to be serviced, the Bio-Medical Technicians are to wait for the physician to leave or proceed with his/her approval.
- B. Entering Surgery, Special Care Units, Isolation Rooms, etc.:
 - 1. Permission shall be obtained from the head nurse or assistant head nurse prior to entering any of these areas.
 - 2. The instructions of the doctors or nursing staff are to be followed in these areas at all times. If told to leave, the technician will stop his/her work and exit the area immediately.

Note: The only exception to this will be if the stopping of work would result in a hazardous condition. In such a case the charge

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staff person is to be made aware of this situation.

C. Hazardous Equipment Situations:

1. There shall be no equipment left on the floor, which represent a hazardous condition. Equipment left disassembled on a floor is to be arranged in such a way or reassembled and tagged so that no hazards are left behind. All such equipment should be documented by a service call request.
2. Technician carts are not to be left unattended on patient floors. This will prevent expensive test equipment and tools from public tampering.

DEPARTMENTS: FACILITIES

DEFINITIONS:

References:	
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