

**OLIVE VIEW-UCLA MEDICAL CENTER
POLICY & PROCEDURE**

**NUMBER: 58
VERSION: 2**

SUBJECT/TITLE: EMERGENCY REPAIR

POLICY: Emergency mechanical breakdowns that impede the delivery of high quality medical care are to be reported immediately to the appropriate person, pursuant to the procedures of this policy.

PURPOSE: To define appropriate action to be taken by ValleyCare staff during a mechanical emergency. Primary responsibility for resolving an emergency rests with the ValleyCare Facilities Division. If those resources are inadequate, arrangements shall be made to secure outside assistance from another Department of Health Services facility. In unusual cases, other County departments or community resources may be called in for assistance.

DEPARTMENTS: All

DEFINITIONS: **Emergency:** Any sudden or unforeseen situation that requires immediate action by Facilities management personnel to protect the safety of patients, employees, visitors and others within the physical plant and grounds of Olive-View UCLA Medical Center, Mid-Valley Comprehensive Health Center, and the Health Centers.

Facilities Division: ValleyCare Facilities Division, which is assigned the responsibility for the mechanical and physical operations of the hospital and health centers.

Craft Services: The service of electricians, carpenters, painters, plumbers, welders, steam fitters, refrigeration mechanics and other personnel assigned to the Facilities Division.

PROCEDURE: **I. Normal Working Hours**

- A. During normal working hours, Monday through Friday, 7:00 a.m. to 4:30 p.m., the Facilities Division Dispatch Office (x4900) should be called to report an emergency mechanical situation. The caller should state name, telephone number, location and nature of the problem.
- B. An appropriate Facilities Division employee will respond in person to assess the extent of the emergency and to determine whether Facilities Division resources are adequate to correct the problem.

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- C. If it is determined by Facilities Division staff that additional support is needed from outside ValleyCare, the following steps are to be taken:
 - 1. The Director of Facilities or designee will notify the Chief Executive Officer of the problem and the need to obtain assistance.
 - 2. The Director of Facilities or designee will refer to the “Utilities and Medical Equipment Emergency Resources” list for assistance in resolving the emergency.
 - 3. Upon completion of the emergency mechanical repairs, the Director of Facilities will inform the Chief Executive Officer. A written report describing the cause and impact of the emergency will be filed the next business day.

II. Off-Hours

- A. During off-hours, employees will notify Facilities’ BEAS room (x4100) of the mechanical emergency.
- B. The BEAS Room Operator will notify Nursing Administration and the Director of Facilities or his designee.
- C. An appropriate Facilities Division employee will respond in person and assess the problem. If it is determined that the problem cannot be resolved by Facilities Division personnel, the following steps will be taken:
 - 1. The responding Facilities Division employee will notify Nursing Administration of the status of the emergency.
 - 2. Nursing Administration will notify the Hospital Administrator on Duty (AOD) of the status of the emergency and the need for outside assistance.
 - 3. The Facilities Division employee will notify the Director of Facilities or designee of the need for outside assistance.
 - 4. The Director of Facilities or designee will refer to the “Facilities Systems Resources” list for assistance in resolving the emergency.
 - 5. In severe cases the Facilities Director or designee should report to the facility to evaluate the problem personally and stay until the problem is resolved.
 - 6. After the emergency is resolved, the Director of Facilities or designee will inform Nursing Administration and the Hospital AOD.
 - 7. A written report to the Chief Executive Officer as to cause and effect of the emergency will be filed the next business day.

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