

SE12 - Facility Management Services

12.1 - Buildings and utility systems

12.1.1 - The healthcare facility and compound are managed to ensure safe and effective services.

12.1.1.1 - The building is appropriate as a healthcare facility in terms of size, lay-out, and accessibility.

12.1.1.2 - Utility systems are maintained in good condition and do not pose hazards to patients and staff.

12.1.1.3 - Ventilation permits effective air flow and temperature control mechanisms are provided and maintained in areas where this is critical.

12.1.1.4 - All relevant areas have mesh windows and doors.

12.1.2 - The healthcare facility has established maintenance and repair services to ensure safe and effective healthcare services.

12.1.2.1 - The healthcare facility ensures technical backup services, either through on-call staff or through contracted maintenance services.

12.1.2.2 - A designated, competent individual is responsible for supervising (preventive) maintenance and repairs of the healthcare facility buildings, equipment, and utility systems.

12.1.2.3 - Basic maintenance equipment, tools, and spare parts are available.

12.1.2.4 - Maintenance activities to the building, plant and installations are recorded in a maintenance record book.

12.1.3 - The healthcare facility implements a preventive maintenance program for infrastructure.

12.1.3.1 - Inspections of the infrastructure are regularly conducted and documented.

12.1.3.2 - The organization plans and budgets for the refurbishing and/or upgrading of the infrastructure.

12.1.3.3 - There are site and floor plans that depict the locations and layout of the main ancillary services (e.g. water, sanitation, and electricity supply) and medical gas shut off valves.

12.1.3.4 - The healthcare facility has an established, documented, preventive maintenance plan for the infrastructure.

12.1.4 - The healthcare facility has an adequate electrical supply system.

12.1.4.1 - Electrical power is guaranteed for critical equipment from regular or back-up (emergency) sources.

12.1.4.2 - Sufficient light sources (natural or electrical) are available to provide adequate light.

12.1.4.3 - Sufficient electrical socket outlets are provided in all areas to avoid overloading of individual outlets and minimize fire risks.

12.1.4.4 - There is documented evidence that emergency power (backup) systems (generators, uninterrupted power) are regularly tested and maintained.

12.1.5 - The healthcare facility has an adequate water supply system for regular and emergency situations.

12.1.5.1 - Clean water supplies are guaranteed, from regular or emergency sources, in all essential areas.

12.1.5.2 - Where water is collected from natural water sources, water filters are available to remove mud and dust particles.

12.1.5.3 - The healthcare facility has identified which areas are to be prioritized when water is scarce.

12.1.5.4 - Water derived from natural sources, which is used for drinking, is tested and the results are documented.

12.1.6 - The healthcare facility has an adequate and effective sewerage system which is regularly inspected and maintained.

12.1.6.1 - The healthcare facility has an enclosed sewerage system.

12.1.6.2 - Where there is a septic tank(s), the system is properly functioning.

12.1.6.3 - All drains and manholes are appropriately covered.

12.1.6.4 - The sewerage system is well maintained.

12.1.7 - Functional and clean toilet facilities and washrooms are available for the patients and staff.

12.1.7.1 - Toilet/washroom facilities are clean and in working order.

12.1.7.2 - There are sufficient toilet and washrooms available both for staff and patients.

12.1.7.3 - There are handwashing facilities with water, soap and single use (paper) towels in the toilets.

12.1.7.4 - There are separate toilets for males and females to provide privacy.

12.2 – Equipment

12.2.1 - Medical equipment is inspected, tested, and maintained.

12.2.1.1 - The healthcare facility keeps records of age, physical condition, and maintenance performed on all (medical) equipment.

12.2.1.2 - The medical equipment available is appropriate to meet the needs of the patients.

12.2.1.3 - A designated and qualified individual supervises the management of medical equipment in the healthcare facility.

12.2.1.4 - Policies and procedures guide the management of medical equipment including procurement, testing, preventive maintenance, and repair of defective equipment.

12.2.2 - The healthcare facility has adequate and safe medical gas equipment which is regularly inspected and maintained.

12.2.2.1 - Adequate and safe medical gas supplies (oxygen, nitrous oxide and medical air) and ancillary equipment are available to meet the needs of the healthcare facility.

12.2.2.2 - Emergency supplies of medical gas are available to meet the needs of the healthcare facility and are strategically positioned to enable rapid access.

12.2.2.3 - In healthcare facilities with piped gas, the healthcare facility ensures maintenance and cleaning of all elements of the system.

12.2.2.4 - In healthcare facilities with piped gas, the medical gas system is fitted with an alarm, low pressure alarms are tested, and corrective actions documented (if applicable).

12.2.3 - The healthcare facility has adequate and safe medical vacuum equipment which is regularly inspected, tested, and maintained.

12.2.3.1 - Vacuum/suction equipment and supplies are available to meet the needs of the patients.

12.2.3.2 - Alternative suction devices are available in case power cuts occur.

12.2.3.3 - Where a piped vacuum system is used, it provides sufficient suction to all piped vacuum points in the healthcare facility.

12.2.3.4 - Where piped vacuum systems are used, they are regularly tested, and all tests and corrective actions are documented.

12.3 – Equipment

12.2.4 - ICT (Information Communication Technology) equipment is adequate to meet the needs of the healthcare facility and is properly maintained.

12.2.4.1 - The supply of ICT equipment is adequate to meet the operational requirements of the healthcare facility.

12.2.4.2 - A designated individual is responsible for management of ICT equipment or appointed to liaise with an external ICT maintenance company.

12.2.4.3 - All desktop and server computers are attached to an uninterrupted power supply (UPS) with surge protection.

12.2.4.4 - Timely back-ups are performed to ensure that all relevant data are safeguarded.