



SE12

FACILITY MANAGEMENT SERVICES

The healthcare facility maintains all buildings, (medical) equipment and utility systems in use, in order to minimize operating failures, and to prevent hazardous situations for staff, patients and visitors. A preventative maintenance program includes regular inspections and budget allocation. E.g. infrastructure (e.g. inside and outside of buildings, taps, sewerage and toilets, electrical wiring and lighting, maintenance of the premises), medical equipment (e.g. laboratory, operation theatre, oxygen and vacuum systems), ICT equipment and utility systems (e.g. computers, printers, networks, ventilation), and provision for electricity (grid, generator, solar panels), and water provision (including back-up system).

The SafeCare standards cover the full range of clinical services and management functions for healthcare facilities in 13 Service Elements. These Service Elements contain a number of standards that relate to specific services or functions. The rationale of each standard is explained by the standard intent and gives you an idea what the standard really entails.

Each standard contains measurable elements, also called criteria. Measurable elements are related to specific processes, assets or documents (e.g. process for triage, resuscitation equipment or a job description for the lab manager). Compliance to each measurable element is assessed, and scores awarded are either Fully Compliant (FC), Partially Compliant (PC), Non-Compliant (NC) or Not Applicable (NA). The combined scores of the underlying measurable elements reflect the level of compliance to the whole standard.

12.1 BUILDINGS AND UTILITY SYSTEMS

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

STANDARD INTENT:

Buildings, grounds, plant and machinery are designed and laid out as appropriate for their use as a healthcare facility. Attention is given to adequate ventilation and temperature control to ensure safe service provision. The buildings and utility systems (electrical, water, sewer, and other utility systems) are maintained, and do not pose hazards to the occupants. The construction of the building in terms of walls, ceilings, floors, doors and window must be sound. The general appearance is neat, painted, without signs of leakage, mould spots, etc.

It is ideal when the whole healthcare facility is protected against entry of insects and bugs and for the prevention of the spread of infection. The highest priority units are the wards and the unit where food is prepared.

MEASURABLE ELEMENTS:

- 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.**

STANDARD INTENT:

A suitably qualified individual, with proven competence, is appointed to manage the maintenance service.

Management ensures that enough competent staff are available to manage routine and emergency technical functions and meet the needs of a safe and effective health service. Staff may be in the employ of the organization or be contracted out.

Besides a competent maintenance staff there are several maintenance and repair requirements which are important like:

- *Ensuring that the maintenance and repair services are available for 7 days and 24 hours or during operating hours;*
- *Ensuring that all the basic maintenance equipment is available in order to perform priority repairs;*
- *Keeping records of all the maintenance activities performed in the healthcare facility.*

MEASURABLE ELEMENTS:

- 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.

STANDARD INTENT:

It is important to identify and correct maintenance issues in a healthcare facility on a regular basis to protect the safety of patients and staff. Routine building inspection and maintenance will include the monitoring of the following aspects:

- *The general appearance of the inside and outside structure, which includes the construction of walls, floors, doors and windows;*
- *The condition of the paintwork;*
- *Water leaks, mould spots;*
- *Electrical wiring, e.g. exposed wires, switches, electrical sockets;*
- *Maintenance of the grounds (no litter, neat garden and grass kept short).*

The (preventive) maintenance plan should indicate when the inspection and preventive maintenance procedures are due on each item and it should contain a record of maintenance activities.

MEASURABLE ELEMENTS:

- 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.

STANDARD INTENT:

An uninterrupted source of electricity, adequate lighting and sufficient electrical sockets are essential to meet patient care needs, both routine and urgent. Regular and alternate electricity sources can be used

in a healthcare facility. Critical equipment that provides emergency services must be connected to an emergency power system. Critical equipment can be located in several different departments (e.g. refrigerators for medication storage in pharmacy or laboratory), and lights and equipment in the operating theatre and delivery room.

Due to the importance of electricity supply in case of emergency, these alternate electricity supply systems must be regularly inspected and tested on full load according to manufacturers' specifications. The healthcare facility must ensure that sufficient fuel for the generator is always available.

MEASURABLE ELEMENTS:

- 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.

STANDARD INTENT:

An uninterrupted source of clean water is essential to meet patient care needs, both routine and urgent. Drinkable water needs to be available in all essential areas. Regular and alternate water sources can be used, provided safety of the water supply is guaranteed. Storage areas such as a well, storage tanks or other backup systems must be safe from contamination. The healthcare facility should be adequately prepared for situations where water supply is interrupted or contaminated. Emergency supplies must be available in priority areas within the healthcare facility.

MEASURABLE ELEMENTS:

- 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.

STANDARD INTENT:

An appropriate and effective (closed) sewerage system must be available and maintained. This will include disposal of waste water, surface water and sewage. The infrastructure, including drainage points, pipes, pumps and mains, needs to be protected to prevent spillage and contamination of the environment.

MEASURABLE ELEMENTS:

- 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.

STANDARD INTENT:

Clean and sufficient toilet and washroom facilities are essential for patient care services. There need to be sufficient toilet and washrooms for both staff and patients in all departments where care is provided. Separate toilets for males and females ensure privacy.

It is essential that the toilets are in working order, with water and toilet paper, and are clean to comply to infection control guidelines and regular cleaning needs to be performed. In each toilet unit a handwashing unit needs to be present with water, soap and towels.

MEASURABLE ELEMENTS:

- 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.

STANDARD INTENT:

A healthcare facility is responsible for ensuring that appropriate medical equipment is available and ready for use at all times. Policies and procedures ensure that cost-effective, safe and appropriate (medical) equipment is procured and available to meet the needs of the patients. A designated individual takes responsibility for ensuring that medical equipment is available and appropriately maintained and repaired.

MEASURABLE ELEMENTS:

- 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.

STANDARD INTENT:

A healthcare facility should assess the amount of medical gas (including back-up supplies) needed to adequately satisfy the patient profile and/or

load requirements as directed by in-country regulations. Where there is no piped gas, the healthcare facility should document the (type of) supplies and ancillary equipment necessary to meet the needs of the healthcare facility and ensure availability. Special attention needs to be given to emergency situations that may arise and necessitate back-up.

System maintenance and testing of equipment (and alarm systems) is ensured in healthcare facilities with piped gas. In case of use of gas cylinders, safe storage is provided at strategic positions for timely deployment.

MEASURABLE ELEMENTS:

- 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** Where piped gas systems are used, the medical gas system is regularly tested, and all tests and corrective actions are documented.

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

STANDARD INTENT:

A healthcare facility should assess the amount of vacuum supplies necessary to meet the needs of the patients served. Policies and procedures relating to the testing and safety of vacuum systems are available and implemented. In case of interruption of power, alternative suction devices are available and can be rapidly accessed in case of emergency. Where there is a piped vacuum system, it is externally ventilated and able to provide sufficient suction to all piped vacuum points in the healthcare facility.

MEASURABLE ELEMENTS:

- 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.

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

STANDARD INTENT:

Dependent on the size and the needs of a healthcare facility it is important to have an IT system. IT systems can play a role in many administration and data processing activities and is applicable on most of the services, medical and non-medical, performed in the healthcare facility.

There are several aspect important in relation to IT systems. They are listed below:

- *Are the systems available sufficient for the operational needs and requirements;*
- *Is there a designated person responsible for management of the IT system or appointed to liaise with an IT maintenance company;*
- *Are the systems protected to power changes;*
- *Is a back-up regularly made.*

MEASURABLE ELEMENTS:

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.