

COMMUNITY HEALTH CENTRE, BANSPAL

HOSPITAL ADMINISTRATION MANUAL

Infrastructure & Furniture fixture Maintenance Management

STANDARD OPERATING PROCEDURE  
HAM.03



# STANDARD OPERATING PROCEDURES

FOR



## **INFRASTRUCTURE & EQUIPMENT MAINTENANCE** **MANAGEMENT**



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**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:**

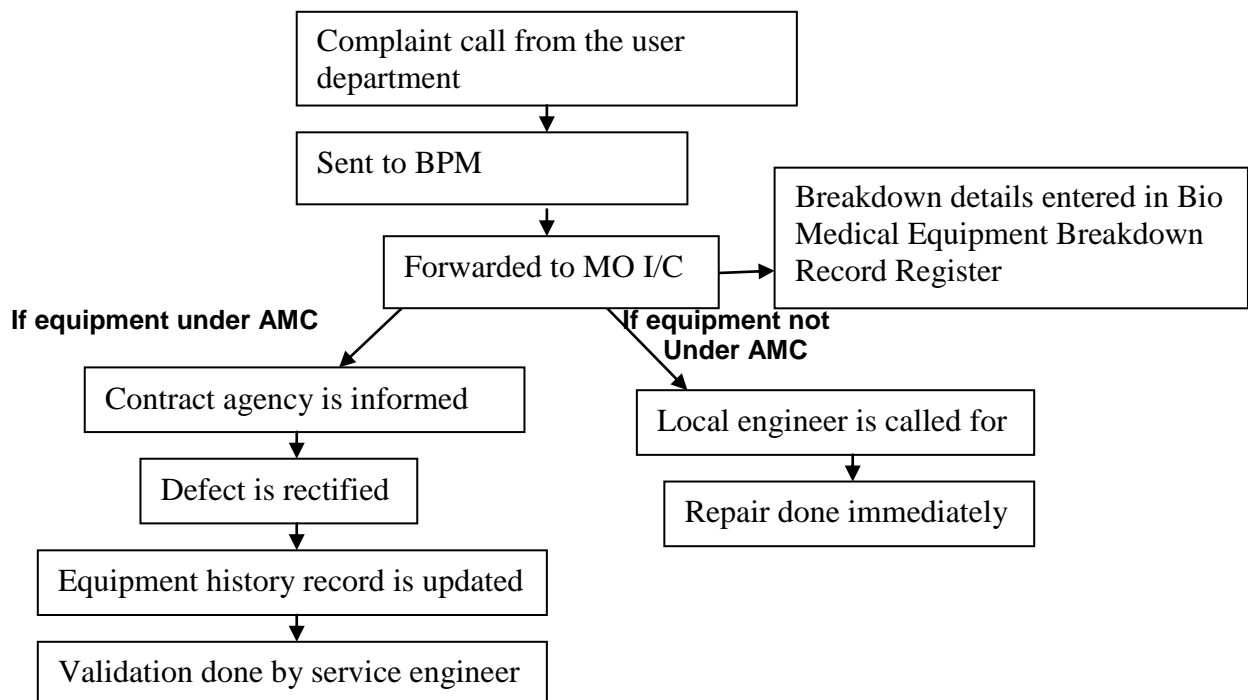
The scope of this procedure covers the maintenance of following:

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

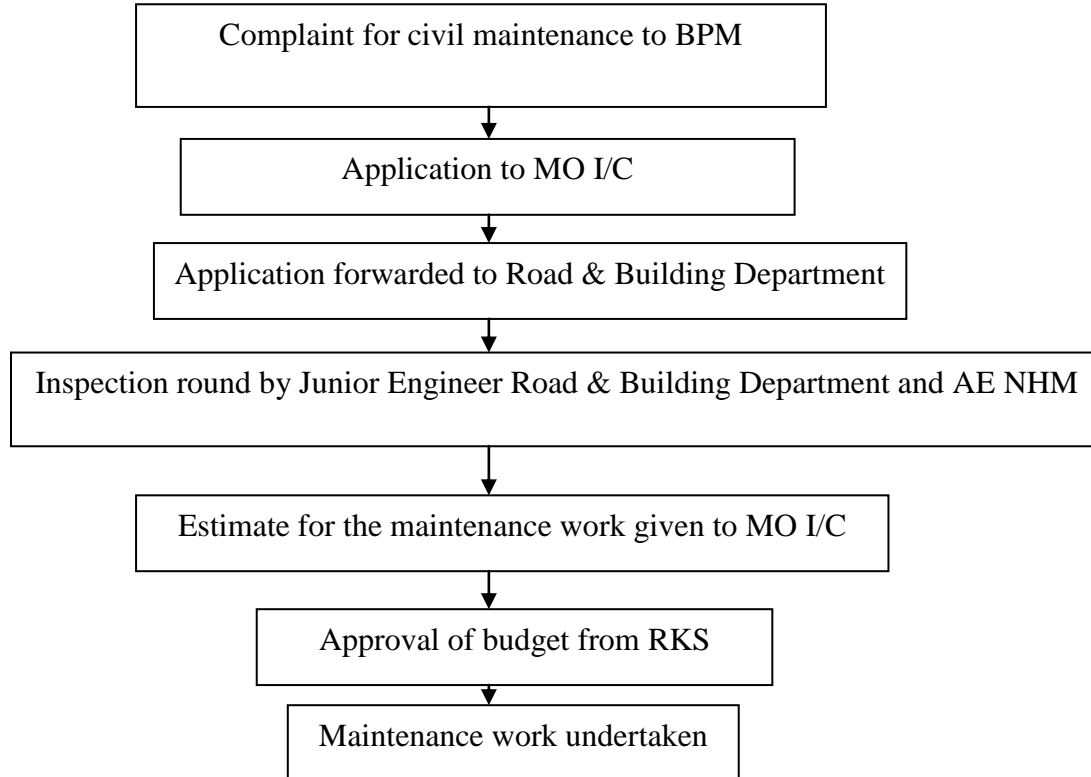
**3.0 Reference:** Quality System Manual, MNL: QSM: 01, Section 6.3

**4.0 Process flow:**

**Breakdown Maintenance of Equipments:**



**For Civil Maintenance:**



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<b>S No.</b>	<b>Activity</b>	<b>Responsibility</b>	<b>Related format</b>
<b>5.1</b>	<b>Preventive Maintenance</b>		
<b>5.1.2</b>	<p>The civil preventive maintenance plan includes the following:</p> <ul style="list-style-type: none"><li>• Cleaning of the terrace</li><li>• Repair of plasters, fixing window glass panes, water proofing measures to handle leakage, seepage and drainage,</li><li>• Lubrication of all the hinges of doors and windows for smooth movement.</li><li>• Annual Pest Control to ensure rodent and pest free environments.</li><li>• Maintenance of Hospital Landscape, including gardens and other green areas.</li></ul>	<p>Engineering Maintenance Staff</p>	
<b>5.1.3</b>	<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>
<b>5.1.4</b>	<p>MO I/C forwards this application to Road &amp; 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>

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<b>5.1.5</b>	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	
<b>5.1.6</b>	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
<b>5.1.7</b>	Preventive maintenance schedules are prepared based on manufacturers' recommendations & review of History Card.	Engineering Maintenance Staff	Preventive Maintenance Plan Schedule
<b>5.1.8</b>	The intimation of preventive maintenance is communicated in advance to the various departments for release of equipment.	Engineering Maintenance Staff	
<b>5.1.9</b>	Preventive maintenance is carried out as per Maintenance Schedule and Records	Engineering Maintenance Staff	Preventive Maintenance Plan Schedule
<b>5.2.0</b>	All preventive maintenance jobs done are recorded in Equipment History Register.	Engineering Maintenance Staff	
<b>5.2.1</b>	Calibration Plan for all the equipments is prepared.	Maintenance In-charge	
<b>5.2.2</b>	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	
<b>5.2</b>	<b>Break Down Maintenance</b>		

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

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	rectify the defect. The equipment history record is updated with the required information and is validated by the service engineer.		
<b>5.2.4</b>	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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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