

I. SCOPE / PURPOSE

This policy serves to ensure that durable medical equipment that is not functioning correctly is properly labeled and taken out of service. This includes monitors, suction units, stretchers and other durable medical equipment.

This does not include vehicle malfunctions - see policy titled *Vehicle Breakdowns* for vehicle information.

II. POLICY

Armstrong empowers field personnel to place a piece of equipment out of service if they feel it poses a danger to themselves, patients or others.

III. PROCEDURE***General Procedures***

When a functional problem is identified with a piece of equipment, it must be taken out of service. Crews will immediately contact the Field Operations Manager and/or Supervisor to report equipment that is not operating properly.

The manager/supervisor will arrange for the crew to get a replacement piece of equipment if none is immediately available to them. The manager/supervisor will also arrange for the malfunctioning equipment to be returned to headquarters for repair as soon as possible.

When returning the malfunctioning item to headquarters, the crew should inform the supervisor on duty that the equipment is to be taken out of service. Red and white tags labeled "OUT OF SERVICE" are available at the Woburn base and in each truck's documentation packet. After reporting the malfunction, crews will affix one of these tags to the faulty equipment, filling out the back of the tag with their name, date and brief summary of the problem. Tag must be clearly visible to anyone who may try to use the equipment. A Work Order must also be completed. If equipment failure occurred during patient care – regardless of patient outcome - an incident report must also be completed.

Stretchers

Please note that stretchers requiring service have special "Stretcher Out of Service" signs that are available in the Woburn garage and should be affixed across the mattress of the stretcher before it is left unattended. Again, crews are to complete the information at the bottom of the tag.

Equipment Failures Affecting Patient Care

If a piece of equipment malfunctions during patient care, this is a critical failure and must be reported to the Safety Officer immediately. Regardless of patient outcome, an incident report must be filed by the employees involved.

A follow up investigation will be conducted in accordance with Armstrong policy titled *Incident Reporting*.

The Safety Officer will be responsible for filing and reports required under *105 CMR 170.350 Reporting of Serious Incidents and Accidents*.

Taking Equipment Out of Service

OP-001181


CONTACT / DEPARTMENT: Clinical Operations

REFERENCES: *Durable Medical Equipment; Vehicle Breakdowns; Incident Reporting; 105 CMR 170.350 Reporting of Serious Incidents and Accidents.*

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APPROVED BY: 
Richard Raymond, CEO