



# PROVIDING MEDICAL DEVICES (EBME) MAINTENANCE

**Existing healthcare clients of Bouygues Energies & Services, an Equans company, were uncertain of the compliance rate of their clinical engineering/Electro-Bio Medical Equipment (EBME). With planned CQC inspections approaching, the clients wanted to know what was required to bring their device inventories to 100% compliance.**

We were already providing hard facilities management services for our clients and were able to enhance this service through our expertise in low and medium risk medical device maintenance.

## Our Solution

Detailed audits were performed on existing policies, processes, structure and records. A key challenge was showing the clinical engineering departments that the audit highlighted where we could provide additional support, and assist them with the CQC audit. The findings were then discussed in confidence with the clients, before submitting to the board.

We created a solution to bring the compliance rate back up to 100%. This involved targeting product families and then expanding through areas to obtain final completion sign off. By working closely with our EBME partners, we put together a detailed schedule of works to achieve 100% compliance.

Communication was essential to the client and this was maintained

through weekly reports on the progress.

Additional services we offer are:

- Combining the clinical device helpdesk with the hard FM helpdesk; logging all reactive jobs against the particular device
- Providing and implementing a 53-week (PPM) planner
- Maintaining device databases
- Procurement of new devices when necessary and disposal of failed and redundant devices

## Client Benefits

With detailed preparation, a small team of specialist engineers were able to begin promptly, and over an 11-week period provided documented proof of 100% compliance. A total of over 5,000 devices were tested and signed off across 58 different wards / departments.

