BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR EMERGENCY MEDICAL SERVICES

Republic of Botswana

9.Facilities, Equipment and Vehicle Management

These forms are designed to be used by both hospital personnel and external surveyors. The following information must be provided after each survey, before submitting the completed survey forms.

1.NAME OF HOSPITAL/CLINIC/FACILITY:_____

2. BASELINE/INTERNAL SURVEY INFORMATION:

Title and name of person who completed this document: _____

Post and position held: _____

Date of survey: _____

3. EXTERNAL SURVEY INFORMATION:

Name of external surveyor: _____

Date of external survey: _____

GUIDE TO COMPLETION OF FORM

N.B. Hospital staff are please to use BLACK ink at all times. The external surveyors are requested to use RED ink at all times.

Please circle the rated compliance with the criterion, e.g. NA (Not applicable), NC (Non-compliant), PC (Partially compliant), C (Compliant).

The default category affected is designated on the form for
 each criterion as follows:
1. patient and staff safety
2. legality
3. patient care
4. efficiency
5. structure
6. basic management
7. basic process
8. evaluation

The seriousness of the default is designated on the
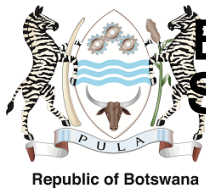 form for each criterion as follows:
1. mild
2. moderate
3. serious
4. very serious

Documents Checked
Surveyor: ....
Surveyor: ....

9.Facilities, Equipment and Vehicle Management

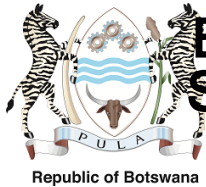## 9.1 Buildings, Plant, Installations and Machinery

9.1.1 Standard

Functional facilities are available to provide safety and comfort for staff.

Standard Intent: Laws, regulations and inspections by national government and local authorities determine in large part how a facility is designed, used and maintained. All organisations, regardless of size and resources, must comply with these requirements as part of their responsibilities to their staff and visitors.

Buildings, grounds, plant and machinery are provided and maintained and do not pose hazards to the occupants. Utility systems (electrical, water, ventilation and other utility systems) are maintained to minimize the risks of operating failures. Ensuring that buildings, grounds, plant and machinery are provided and maintained requires that staff be knowledgeable and competent.
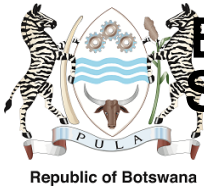
	Criterion	Comments
		Recommendations
Criterion 9.1.1.1 Critical: `..` Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 2 Moderate	The name of the facility and its purpose is clearly indicated on the site.	
Criterion 9.1.1.2 Critical: `..` Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 2 Moderate	Staff facilities include adequate office space.	
Criterion 9.1.1.3 Critical: `..` Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Staff facilities include a fire alarm system audible from each area of the staff quarters.	

9.Facilities, Equipment and Vehicle Management

Criterion 9.1.1.4	Staff facilities include alarms for security threats.	
Critical: ··		
Catg: Basic Management + Physical Struct		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

Criterion 9.1.1.5	Staff facilities include separate toilet/washroom facility.	
Critical: ··		
Catg: Basic Management + Physical Struct		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

Criterion 9.1.1.6	Staff facilities include at least staff restroom/cloakroom with adequate secure storage facilities for staff outdoor clothing, handbags and personal possessions.	
Critical: ··		
Catg: Basic Management + Physical Struct		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

Criterion 9.1.1.7	Staff facilities include at least training rooms and equipment, where indicated.	
Critical: ··		
Catg: Basic Management + Physical Struct		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

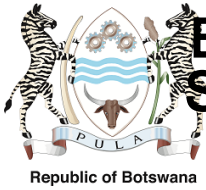| Criterion 9.1.1.8	Staff facilities include at least socialisation area, where indicated.	
Critical: ··		
Catg: Basic Management + Physical Struct		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 2 Moderate		

9.Facilities, Equipment and Vehicle Management

Criterion 9.1.1.9	Staff facilities include at least outdoor areas, where indicated.	
Critical: ··		
Catg: Basic Management + Physical Struct		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 2 Moderate		

Criterion 9.1.1.10	Staff facilities include at least adequate, suitably furnished kitchen and dining rooms, where indicated.	
Critical: ··		
Catg: Basic Management + Physical Struct		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 2 Moderate		

Criterion 9.1.1.11	Staff facilities include at least sufficient recreational equipment,where indicated.	
Critical: ··		
Catg: Basic Management + Physical Struct		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 2 Moderate		

9.1.2 Standard

The organisation plans and implements a programme to manage the physical environment.

	Criterion	Comments
		Recommendations
Criterion 9.1.2.1	The organisation has a programme to manage the physical facility.	
Critical: ··		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

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|		
Criterion 9.1.2.2 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The programme is effective in preventing injury and maintaining safe operating and working conditions.	
Criterion 9.1.2.3 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The programme includes safety, security and hazardous materials.	
Criterion 9.1.2.4 Critical: .. Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation has a documented, current, accurate inspection of its physical facilities.	
Criterion 9.1.2.5 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation has a plan to reduce evident risks based on the inspection.	
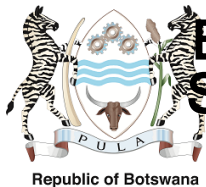
9.1.3 Standard

The organisation complies with relevant laws, regulations, vehicle, equipment and facility inspection requirements.

|	Criterion	Comments
		Recommendations
Criterion 9.1.3.1 Critical: o Catg: Basic Process + Legality **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation's leaders are responsible for ensuring compliance with laws, regulations and other requirements applicable to the organisation's facilities, equipment and vehicles.	
Criterion 9.1.3.2 Critical: ⋅⋅ Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The organisation has a programme to manage its vehicle fleet.	
Criterion 9.1.3.3 Critical: ⋅⋅ Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The leaders ensure that the organisation meets the conditions of facility inspection reports, periodic equipment review, vehicle maintenance records or citations.	
Criterion 9.1.3.4 Critical: ⋅⋅ Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation plans and budgets to meet applicable laws, regulations and other requirements.	
Criterion 9.1.3.5 Critical: ⋅⋅ Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation plans and budgets for the upgrading or replacing of systems, buildings or components needed for the continued safe and effective operation of the facility's equipment and vehicles.	
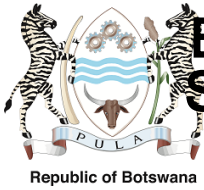
9.2 Communication Systems

9.2.1 Standard

The facility has been provided with reliable communication systems.

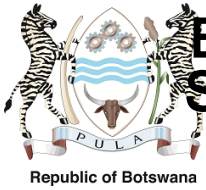|	Criterion	Comments
		Recommendations
Criterion 9.2.1.1 Critical: ¨ Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Each facility where emergency medical (ambulance) services (EMS) are provided has a reliable telephone connection (down time less than 48 hours) and back-up is provided by 2-way radio and/or cell phone.	
Criterion 9.2.1.2 Critical: ¨ Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Each facility where EMS services are provided has access to a fax machine.	
Criterion 9.2.1.3 Critical: ¨ Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	EMS services are adequately supported by computer access and networking systems.	
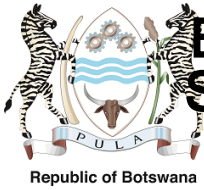
9.3 Vehicle Management

9.3.1 Standard

The use of organisational motor vehicles by staff is planned and monitored to ensure safety and legality.

Standard Intent: The use of vehicles needs to be controlled because of the cost of acquiring and maintaining vehicles and legal aspects relating to the driving of vehicles and transport of passengers.

The Road Traffic Act does not provide for exemption from laws for ambulances or any guidelines for such. Nor is there any legislation defining what an "ambulance" or Rapid Response Vehicle is.

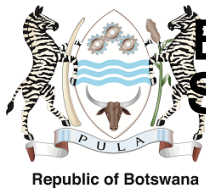|	Criterion	Comments
		Recommendations
Criterion 9.3.1.1 Critical: `` Catg: Basic Management + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	A specific manager is identified for the control, use and maintenance of vehicles.	
Criterion 9.3.1.2 Critical: `` Catg: Basic Management + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The need for the use of transport is established by management in consultation with the users of vehicles and is reviewed annually.	
Criterion 9.3.1.3 Critical: `` Catg: Evaluation + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	There is a system for monitoring the use of vehicles (permission, records).	

9.Facilities, Equipment and Vehicle Management

Criterion 9.3.1.4 Critical: ˙˙ Catg: Basic Management + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	There is a system for booking of vehicles in advance.	
Criterion 9.3.1.5 Critical: ˙˙ Catg: Evaluation + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	There is a control system for mileage travelled.	
Criterion 9.3.1.6 Critical: ˙˙ Catg: Basic Process + Legality **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Drivers of vehicles are suitably licensed.	
Criterion 9.3.1.7 Critical: ˙˙ Catg: Basic Process + Legality **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Vehicles are suitably licensed.	

9.Facilities, Equipment and Vehicle Management

9.3.2 Standard
The organisation provides policies and procedures for the cleaning of vehicles.

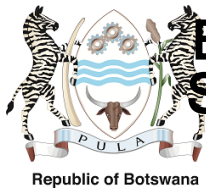|	Criterion	Comments
		Recommendations
Criterion 9.3.2.1 Critical: ¨ Catg: Basic Management + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Policies and procedures include the sites at which vehicles may be cleaned.	
Criterion 9.3.2.2 Critical: ¨ Catg: Basic Management + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Policies and procedures specify that vehicles may only be cleaned at purpose-designed wash-bays with appropriate filters to prevent environmental contamination.	
Criterion 9.3.2.3 Critical: ¨ Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The organisation budgets for the provision of appropriate wash facilities.	
Criterion 9.3.2.4 Critical: ¨ Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Policies and procedures specify what cleaning methods and chemicals must be used for cleaning vehicles.	

9.Facilities, Equipment and Vehicle Management

Criterion 9.3.2.5	Policies and procedures address the training of personnel in proper cleaning methods.	
Critical: ..		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

Criterion 9.3.2.6	Vehicles are clean and in working order when in use.	
Critical: ..		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

9.3.3 Standard

The organisation maintains and inspects its transport fleet to reduce risk and provide safe vehicles.

	Criterion	Comments
		Recommendations
Criterion 9.3.3.1	There is a vehicle maintenance programme.	
Critical: ..		
Catg: Basic Management + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		
Criterion 9.3.3.2	The programme includes the tracking of vehicle failures.	
Critical: ..		
Catg: Evaluation + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

9.Facilities, Equipment and Vehicle Management

Criterion 9.3.3.3 Critical: ¨ Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The programme is effective in preventing injury and maintaining safe vehicles.	
Criterion 9.3.3.4 Critical: ¨ Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	There is proof of vehicle maintenance.	
Criterion 9.3.3.5 Critical: ¨ Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The organisation has a documented, current, accurate inspection of its transport and other vehicles.	
Criterion 9.3.3.6 Critical: ¨ Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation implements processes to reduce evident risks based on the inspection.	
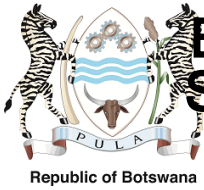
9.4 Medical Equipment

9.4.1 Standard

The organisation plans and implements a programme for inspecting, testing and maintaining equipment.

	Criterion	Comments
		Recommendations
Criterion 9.4.1.1 Critical: ¨¨ Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Equipment is managed throughout the organisation according to a plan.	
Criterion 9.4.1.2 Critical: ¨¨ Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	There is an inventory or asset register of all equipment.	
Criterion 9.4.1.3 Critical: ¨¨ Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Equipment is regularly inspected.	
Criterion 9.4.1.4 Critical: ¨¨ Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Equipment is tested when new and as appropriate thereafter.	

9.Facilities, Equipment and Vehicle Management

Criterion 9.4.1.5	There is a process in place to retrieve equipment from facilities where patients have been delivered.	
Critical: ¨		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

Criterion 9.4.1.6	There is a preventive maintenance programme.	
Critical: ¨		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

Criterion 9.4.1.7	Qualified individuals provide these services.	
Critical: ¨		
Catg: Basic Management + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

Criterion 9.4.1.8	Monitoring data is collected and documented for the equipment and communication equipment.	
Critical: ¨		
Catg: Evaluation + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

Criterion 9.4.1.9	Monitoring data is used for purposes of planning and improvement.	
Critical: ¨		
Catg: Evaluation + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		