



POLICY AND PROCEDURE MANUAL DUKE UNIVERSITY HEALTH SYSTEM



Clinical Engineering Policy CE-001

Rounds

POLICY:

Staff from Clinical Engineering, as work priorities allow, will visit all major equipment owning/user departments. This visit will include a visual inspection of equipment as well as contact with key department personnel. The rounds are documented.

PURPOSE:

To proactively seek out areas of concern with customers, including:

- Equipment issues
- Customer satisfaction issues
- Special departmental concerns

To market the presence, and skills of the Clinical Engineering personnel. These skills include, availability of in-service education, consultative services, and technical expertise.

To establish uniform procedures for performing rounds to major departments, and to identify documentation required in support of rounds.

PROCEDURE:

Personnel from Clinical Engineering will participate in the rounds procedure. Rounds will be conducted as part of the technicians monitoring activities.

The purpose of the Clinical Rounds is to:

1. Discuss the status of equipment items in Clinical Engineering for repair.
2. Observe potential equipment hazards. (ie: liquids on electrical equipment, etc.) and correct any identified hazards .
3. Verify critical battery operated equipment is plugged in.
4. Observe operation of equipment to ensure proper usage. Schedule in-service if improper usage is observed.
5. Provide greater visibility of Clinical Engineering to equipment operators thereby developing trusting relationships.

The technician performing the rounds is responsible for documenting the rounds procedure to include time spent, and topics or issues discussed. The technician is also responsible for communicating to the operational manager, any topics or issues of concern discussed each day during the rounds.

Reviewed: November 2001, January 2004, January 2007

Revised: November 1999