



September 2008

# MAINTENANCEFIRST<sup>TM</sup>

## MINUTE

## Web 2008.7 Features a New Dashboard

### INSIDE:

SOFTWARE NEWS  
2

SOFTWARE EDUCATION  
2

THE JOINT COMMISSION  
RELEASES 2009  
ENVIRONMENT OF CARE  
STANDARDS  
3

LIFE SAFETY CHAPTER  
3

EMERGENCY MANAGEMENT  
CHAPTER  
4

2008 SCORING RELIEF  
4

**M**aintenanceFirst has just released Web2008.7, the latest in our family of powerful web-based solutions. With dozens of exciting new features, like the interactive Application Monitor Dashboard and streamlined performance, we are receiving rave reviews from our customers who are using this new version.

The Application Monitor Dashboard, which has drawn so many favorable comments, is an attractive, graphical display of vital application information, such as Work Order Statistics and Date Sensitive Data, all updated in real-time.

The Work Order Statistics section displays Open Work Orders, Past Due Work Orders, Work Orders open more than 30, 60, and 90 Days, and Estimated Completion Time statistics.

The Work Order Statistics are divided into Scheduled (PM) and Corrective (Non-PM) Work Orders, help you prioritize and facilitate completion of pending Work Orders.

The Date Sensitive Data section displays dates on Reviews for Equipment Contracts, Policies and Procedures, Compliance Standards, Compliance Standards Targets, Building Maintenance Plan Targets, and Key Assignments due return.

A full explanation of the data being displayed is always available, as are quick links to applicable records.

The Application Monitor Dashboard is critical for both Maintenance Managers and Engineers who want command of the data which took precious time to enter in the application. This application is designed to work for YOU.

*"The dashboard is a very helpful tool, giving us a quick snapshot of where everything in our department stands."*  
-SV Medical

### Life Lessons

I have achieved my seventy years in the usual way," explained the humorist Samuel L. Clemens -better known as Mark Twain- in a 1905 speech, "by sticking strictly to a scheme of life which would kill anybody else." Twain wasn't kidding. A cigar smoker since childhood, he ate what he pleased, eschewed medicines, and considered exercise "loathsome." At seventy-three, Twain offered a more succinct, though no less spirited, inventory of life lessons to an audience of young ladies graduating from Misses Tewksbury's School in Baltimore.

I don't know what to tell you girls to do. Mr. Martin has told you everything you ought to do, and now I must give you some don'ts. There is nothing for me to do but to tell you young ladies what not to do. There are three things that you should never do on any occasion.

*continued on pg. 2*

[www.maintenance1st.com](http://www.maintenance1st.com)

# MaintenanceFirst Software News

## Software Education

We want to help you maximize your benefits from our software. We know that the more you learn about what our software can do for you, and for your customer, the more satisfied you will be. To that end we are offering Workstation and Web application Training Seminars during each quarter of the year. The seminars are free to our Platinum customers while others pay only \$500 for the one day event.

We limit the size of the seminars to 6 individuals for each application training to give each customer the individual attention she or he needs during the seminar.

“Throughout the years I’ve limited myself to using a small portion of the program. By attending the conference it gave me the enthusiasm and the know how to use other functions, such as utilizing the Reporting Section more, as well as Equipment Contract, Key Information, Policies and Procedures. I also got an opportunity to meet and talk with other wonderful people from other facilities

---

## MaintenanceFirst Web2008 Updates

Web2008, our next generation of web CMMS solutions, was released in January of this year, with great response. We took the core features of our Web2007 product line, and worked to enhance the user experience. There are now several user-specific customization features, everything from application color palette combinations to customizable navigation menus. Dozens of quick links, information buttons, and management tools were added to promptly retrieve valuable information effortlessly.

Web2008 is built with the latest technology, is a breeze to install, and requires minimal hardware overhead compared to other products.

Web2008 Updates:

- Third Party Compliance Standards and BMP management.
- Individual Key Detail Filter for Search and Report capability added.
- Hazardous Material Filter for Search and Report capability added.
- 20 powerful web reports added and enhanced.
- Auto-Notification capability expanded.

about making life much simpler by converting over to the palm pilot.”

-MR Hospital & Medical Center

Our next seminar will be held in Louisville, Kentucky on October 17, 2008. To register please call 866-459-9040 or email us at [skidwell@maintenance1st.com](mailto:skidwell@maintenance1st.com). Since space is limited we urge you to register soon. You may cancel your reservation without penalty at any time at least two weeks before the seminar. Anyone who schedules and fails to cancel within the allotted time must pay a cancellation fee.

We’ve also added help documentation and watch and learn videos which are available through our website. Contact us for more information. Response to our videos has been exceptional.

As always if there is anything else we can do to enhance your experience with our software please let us know.

## Lessons continued

First, girls, don’t smoke-that is, don’t smoke to excess. I am seventy-three and one half years old, and have been smoking seventy-three of them. But I never smoke to excess. That is, I smoke in moderation-only one cigar at a time.

Second, don’t drink-that is, don’t drink in excess.  
Third, don’t marry-I mean, to excess.

Now, if you young ladies will refrain from all these things you will have all the virtues that anyone will honor and respect.

Another thing I want to say, and that is that honesty is the best policy. That is an old proverb, but you don’t want ever to forget it in your journey through life.

I remember when I had just written *Innocents Abroad* when I and my partner wanted to start a newspaper syndicate. We needed three dollars and did not know where to get it. While we were in a quandary I espied a valuable dog on the street. I picked up the canine and sold him to a man for three dollars. Afterward the owner of the dog came along and I got three dollars from him for telling where the dog was. So I went back and gave the three dollars to the man whom I sold it to, and I have lived honestly ever since.

# The Joint Commission Releases 2009 Environment of Care Standards

**O**n July 1st, The Joint Commission released the pre-publication version of their 2009 Environment of Care Standards. They will remain available on their website, [www.jointcommission.org](http://www.jointcommission.org), until they are published in the fall standards update, and will be effective January 1, 2009. The new standards, as discussed here, are based on the hospital requirements, but similar changes for ambulatory care, office-based surgery, and home care accreditation programs are also effective at the beginning of 2009. (Long term care, behavioral health care, and laboratory changes will be effective January 1, 2010.)

These standards represent the culmination of The Joint Commission's Standards Improvement Initiative, which sought to streamline and clarify the standards as well as provide a more logical sequence. Duplicative standards were combined, compound requirements were separated, and unnecessary requirements were deleted. Among the most anticipated changes are the separation of Emergency Management and Life Safety Code® compliance requirements into separate chapters from the Environment of Care in the accreditation manual, although there are no implications as to changes in the management or reporting structure of these functions. Safety and security standards have been combined within the Environment of Care.

The Joint Commission has made it clear that this initiative will not introduce any new requirements for compliance. However, it is very important to read the standards carefully. Some things that may have been implied by general language in the past are now stated clearly. If an organization had overlooked these items to date, now is the time to rectify that to ensure compliance.

The standards numbering will look different too. For example, EC.01.01.01 represents the Environment of Care chapter, the first Roman numeral in the chapter outline, the first letter following that Roman numeral, and the first standard in that section. This format is followed for all chapters, with the exception of Life Safety. Using LS.02.01.34, "LS" represents the Life Safety chapter. "02" represents the occupancy type, in this case, hospital. "01" represents the building type, "3" represents the section (chapters 18 and 19) of the

Life Safety Code®, and "4" represents the subsection.

Along with the standards changes comes a planned change in the scoring algorithm, using a weighted system based on the criticality of standards. This factor is determined based on the immediacy and potential severity of their impact on patient safety and patient care. Category A and C elements of performance (EPs) remain as in the past, but Category B EPs, those with a subjective assessment of quality of compliance, have been eliminated. EPs will continue to be scored as 2 for full compliance, 1 for partial compliance, and 0 for insufficient compliance. Life Safety standards will be scored on the same scale as all others.

## Life Safety Chapter

The new Joint Commission Life Safety chapter has taken each line item from part three of the Statement of Conditions™ (SOC) document and converted it into a scorable element of performance. A nice feature is that each is referenced to its particular section of the Life Safety Code® or other NFPA standard, making it convenient to locate the actual text of the requirement.

Each numbered standard is based on a particular section of the Life Safety Code® and at the end of the related elements of performance there is an additional EP requiring compliance with all other requirements of that section of the code. The Joint Commission does not anticipate an increase in adverse scoring as a result of these changes; the criticality weighting is expected to make it roughly equivalent in impact to the previous SOC scoring.

One outcome of this change is that an effective Building Maintenance Program (BMP), a proactive management program for the items listed in part 6J of part 3 of the SOC, will no longer offer 5% grace for failures in these routine maintenance items. For example, in the past, demonstration of an effective BMP would have allowed up to 5% of exit lights to be burned out before causing an adverse scoring impact. Under the new system, that advantage goes away – all failures will be scored regardless of the BMP. The BMP is still considered to be an effective management tool, and its ongoing use is encouraged, though not required.

# Emergency Management Chapter

With significant emergency management changes made at the beginning of 2008, there are no substantive changes in requirements in the 2009 standards, however there is considerable rewording and reorganization.

There is an emphasis on documentation in the Emergency Operations Plan, with the word “describes” used to indicate the more detailed content that is required.

Emergency credentialing of physicians and other health care practitioners, formerly in standards MS.4.110 and HR.1.25, respectively, are now included in the Emergency Management chapter.

## **2008 Scoring Relief**

With all of the emergency management compliance

requirements added this year, The Joint Commission has given the field some scoring relief. The following standards and EPs will be scored this year, but they will not count toward the aggregated number of recommendations for improvement (RFIs) that determine the accreditation decision:

- EC.4.11, EP 9 & 10
- EC.4.12, EP 6
- EC.4.13, EP 7
- EC.4.14, EP 8 & 10
- EC.4.15, EP 2, 3, & 5
- EC.4.16, EP 2 & 3
- EC.4.17, EP 4
- EC.4.18, EP 4, 5, & 6

All of these EPs will be expected to be in compliance January 1, 2009, when this scoring relief will be removed.