



November 2008

# MAINTENANCEFIRST™

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## A Family's Creed

**J**ohn D. Rockefeller, Jr., the only son of the oil baron, spent much of his life giving away the money he inherited from his father. In a speech on July 8, 1941 he announced the principle's which "point the way to usefulness and happiness in life, to courage and peace in death." Here are a few excerpts.

*I believe in the supreme worth of the individual and in his right to life, liberty, and the pursuit of happiness.*

*I believe that every right implies a responsibility; every opportunity, an obligation.*

*I believe that the law was made for man and not man for the law; that government is the servant of the people and not their master.*

*I believe in the dignity of labor, whether with head or hand; that the world owes no man a living but that it owes every man an opportunity to make a living.*

*I believe that thrift is essential to well-ordered living.*

*I believe that truth and justice are fundamental to an enduring social order.*

*I believe in the sacredness of a promise, that a man's word should be as good as his bond, that character-not wealth or power or position-is of supreme worth. I believe that the rendering of useful service is the common duty of mankind.*

*I believe in an all-wise and all-loving God, named by whatever name.*

*I believe that love is the greatest thing in the world; that it alone can overcome hate; that*

*right can and will triumph over might.*

*These are the principles, however formulated, for which all good men and women throughout the world, irrespective of race or creed, education, social position, or occupation, are standing, and for which many of them are suffering and dying.*

*These are the principles upon which alone a new world recognizing the brotherhood of man and the fatherhood of God can be established.*

I found this speech printed in William Saffire's *Lend Me Your Ears - Great Speeches in History*. Portions of the creed appropriately describe the hard work, dedication, and loyalty of maintenance departments all across the country. The mission statement of the Facilities Department of St. Alexius Medical Center comes to mind:

*The Facility Management Department at St. Alexius Medical Center, through a team effort will excel in providing the highest quality engineering and maintenance services to achieve customer satisfaction and exceed customer expectation.*

We appreciate the importance and hard work of maintenance departments. That is why several years ago we changed the name of our company to MaintenanceFirst. At MaintenanceFirst we believe that every good family and professional relationship depends upon adhering to the principles announced by JDR, Jr.. If inadvertently, we should ever disappoint you please do let us know. Thanks to all of you for so many kind testimonials, a belated happy National Healthcare and Facilities Week, and Happy Thanksgiving to all.

*-Eli J. George, Jr.*

### Customized for You

Did you know we can write custom software for your department or other Environment of Care departments in your facility?

Give us a call today!

[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.

“Their training is well suited for both beginners and advanced users alike.

They are great at providing realistic examples of how the product can benefit you, and listen to your needs and concerns of how you can use the product. They definitely try to understand your operations and how the software can benefit that. I believe the entire operation of MaintenanceFirst has only improved over the years, and technical support as well. As always, I have felt that they give extremely professional and courteous service.”

-CSH Kentucky

Our next seminar for the Workstation edition will be held in Louisville, Kentucky on January 16th. For the

Web based training seminar please join us on January 23rd. 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.

Please remember we've also added help documentation and multiple 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.

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## MaintenanceFirst Web2008

MaintenanceFirst is excited to announce the release of v2008.11, the latest in our family of evolutionary CMMS products. Now available for download, this version includes dozens of powerful new features. Many of these features are the result of hours of collaboration with our Customer Advisory Board, proposed by both avid product users, as well as experienced MaintenanceFirst software engineers.

Some of these features are listed below, but feel free to give us a call for your copy of the complete list of product enhancements!

Web2008 Updates:

- **Equipment Quick Add Link from Work Order Main Entry and Quick Create Utility.** Equipment can now be added “on-the-fly” from both the Work Order Main Entry and Quick Create Utility.
- **Work Order Main and Mobile Entry now includes AssignNow! Feature.** Users now have the ability to assign Work Orders to themselves by the click of a button.

Work Order record is updated immediately, removing any unassigned Work Orders from the QuickSearch list in real-time. This is valuable for technicians that “share” new Work Order load.

- **Administration Tools now include Automated Data Import Interface.** Users now have the ability to import various data files released by MaintenanceFirst (i.e. Default Code Tables, Equipment Descriptions, Compliance Standards, etc.).
- **Quick Search added to all Dashboard Menu items.** Users can now utilize the interactive Quick Search option for all information on Dashboard, now including Work Order statistics displayed.
- **Mobile application now incorporates same ANS features as Management application.** All Automatic Notification Settings capabilities included in the Management application are now incorporated in the Mobile application as well.

# The 2009 Joint Commission Environment of Care Standards

In the previous edition of this newsletter we addressed general changes and impacts of the 2009 Joint Commission EC standards. In this publication, we will look more closely at changes in individual requirements. Yes, it is true that “no new requirements” were introduced by The Joint Commission, however changes in wording can result in changes in impact. In fact, general language from previous editions of the standards has been replaced with specific wording that may necessitate new or revised activities within health care organizations.

We do not know at this point what impact these changes will have on scoring during The Joint Commission Survey, however now that requirements are clearly stated in the standards, they will be evident to all. Note that all standard numbers referenced in this newsletter are from the 2009 edition unless otherwise indicated.

## Fire Safety

EC.02.03.01 EP 10 identifies topics to be addressed in the organization’s fire response plan. Along with the traditional requirements, these now include how to use a fire extinguisher and how to evacuate to areas of refuge. If your current plan addresses these topics, nothing further need be done. If not, the fire response plan should be updated to include them.

## Life Safety

The new Life Safety chapter converts part 3 of the Statement of Conditions™ (SOC) to scorable elements of performance. Read this chapter carefully because many of the requirements were taken directly from the Life Safety Code® and did not appear in the SOC in the past. Each standard concludes with an EP requiring compliance with everything else in that particular section of the code. LS.02.01.70 EP 3 prohibits portable space heaters in the entire smoke compartment containing patient treatment or sleeping areas.

It is unclear how the increased number of scoring opportunities will impact accreditation decisions in 2009.

## Medical Equipment

Previous editions of the standards have required a process for selection and acquisition of medical equipment. For 2009, EC.02.04.01 EP 1 now requires that individuals who operate and service the equipment must be consulted in

the process.

There is an emphasis on written documentation that, in EP 3 & 6, includes plans for maintenance, inspection, & testing and equipment failure.

EC.04.01.01, EP 1 & 10 make it clear that laboratory equipment is to be included under the medical equipment umbrella.

## Emergency Management

With the substantive changes in these standards for 2008, the new EM chapter in 2009 does some reorganization and relatively minor rewording. Note that there is an emphasis throughout the chapter on documentation, with repeated statements that “The Emergency Operations Plan (EOP) describes. . .,” indicating the level of detail expected in this document. The standards on emergency credentialing of volunteer physicians (2008 MS.4.110) and other practitioners (2008 HR.1.25) are now included in the EM chapter as EM.02.02.13 and EM.02.02.15.

Remote sites of the organization must also be considered as potentially needing their own hazard vulnerability analysis if hazards are significantly different from the main site. See EM.02.01.01 EP 2.

## Training

Although EC training is still referenced in the Human Resources chapter of the accreditation manual, it returns to the EC chapter in EC.03.01.01 EP 1-3. Now, however, the requirements are for both staff and licensed independent practitioner (LIP, physician) training in the Environment of Care.

*Susan McLaughlin, who contributed to this newsletter, is President of SBM Consulting, Ltd., a firm that specializes in providing consulting services and education centering around the material covered by Joint Commission’s Environment of Care® standards. She is a speaker in the field of healthcare safety and regulatory compliance, and has authored numerous articles on related topics. She serves as a Codes and Standards Consultant to the American Society for Healthcare Engineering (ASHE), represents ASHE on the National Fire Protection Association’s Healthcare Section Executive Board, holding the position of Immediate Past Chair. She has participated in national forums on healthcare emergency preparedness for terrorism incidents.*

# The 2009 Joint Commission Environment of Care Standards

## Hazardous Materials & Waste

This section of the 2009 EC chapter shows perhaps the greatest impact of the new language. Previously, organizations have been required to comply with “applicable law and regulation,” which is more clearly identified in the 2009 standards.

Lasers are included as an example of a hazardous energy source for which risks must be minimized in EC.02.02.01 EP (element of performance) 7. They appear again in EP 9, where, along with cauterizing equipment, their plume must be monitored as a hazardous vapor.

Another new direct reference is found in the same standard, EP 8, where healthcare organizations must minimize the risks associated with disposing of hazardous medications. This classification includes chemotherapeutic materials, as did previous standards, but this now expands to include medications identified by the EPA as P and U listed wastes and characteristic wastes.

EP 12 states that labels must identify contents and hazard warnings. This has always been true under OSHA’s Hazard Communication Standard, but now The Joint Commission language makes it very clear for both the accredited organizations and the surveyors.

If your organization has not heretofore addressed these requirements, your hazardous materials and waste program should now be updated to include them.

## Utilities

Similar to medical equipment, written procedures are referenced in EC.02.05.01 EP 3 & 9 for maintenance, testing, & inspection as well as systems disruption.

EC.02.05.09 EP 1 states that the hospital must define time frames for medical gas testing.