UNIT – IV   CLINICAL ENGINEERING PROGRAM INDICATOR

Clinical engineering: program services, Program database – Clinical Engineering Program management, Program indicator, Managing clinical engineering performance using program indicators – Indicator management process.

Clinical Engineering Program Database

Once you know what clinical engineering services your department provides, the next step is to collect information about these services. There are software programs available to help with this (like those from AAMI, 1994; Selsky et al., 1991). It's important to think about how easy it is to enter and access data because you want to gather information quickly and use it for analysis.

You need specific details about each piece of equipment to properly track it. Basic information are the manufacturer, model number, and serial number. You also need management details like asset tracking number, department using the equipment, equipment type, and risk level. Additional helpful details are purchase date, cost, warranty period, and when the warranty ends. This basic information should be collected for all supported equipment.

There is also a set of important data that helps the program to works well .

These details give you a

- history of the equipment,
- categorize the services provided,
- show how much time was spent on tasks,
- check how quickly services are done, and
- calculate the cost of services. Etc…

- **Work Categories:** List the types of work done by the department, like repairs, maintenance, inspections, testing, design changes, safety alerts, training, evaluations, etc. Some work may need further details, such as dividing maintenance into "Complete," "Incomplete," or "Failed," to monitor performance better.

- **Equipment Identification:** Show which equipment was serviced. Some tasks like evaluations or training might not be linked to a specific piece of equipment.

- **In-house Support:** Record how much labour and time was spent on the task. Labor costs include salary, benefits, space, utilities, and other expenses. Time includes travel, research, coordination, and actual work.

- **Vendor Support:** Keep details from outside service providers, like how many hours they worked and their costs, including travel and repair rates.

- **Contract Vendor Support:** Track hours and costs when vendors support equipment under contracts, including how much time and money is spent.

- **Parts:** List the parts used and their cost, including purchase price and other related expenses like storage.

- **User Identification:** Record who reported the problem, including their name, phone, department, and location.

- **Date/Time Indicators:** Track when the problem was first reported, when it was responded to, and when it was solved.

- **Problem Description:** Explain what the issue was.

- **Solution Description:** Describe how the problem was fixed.

The program should also help you schedule and document regular maintenance and user training.

It's not enough to just set up the services and database—you must also train your staff on how the department works. Policies and procedures should be reviewed and updated as needed. Every team member should understand what services are provided and how to record them in the database. This ensures that data is consistent and useful for future analysis.

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