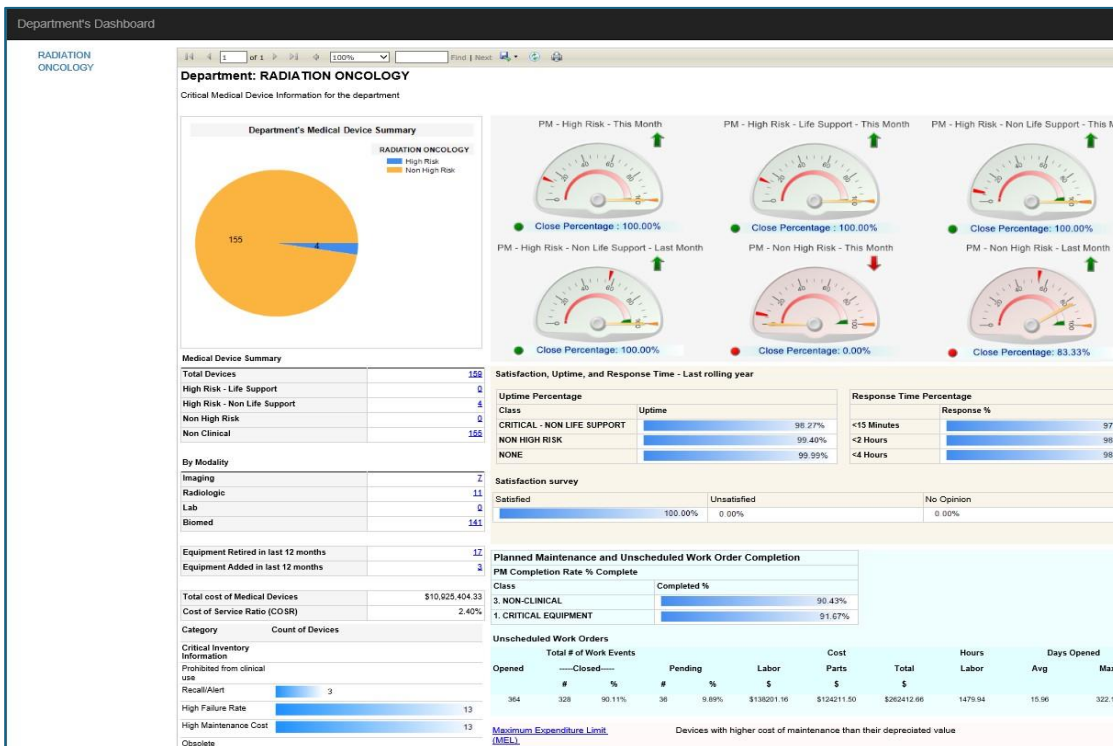




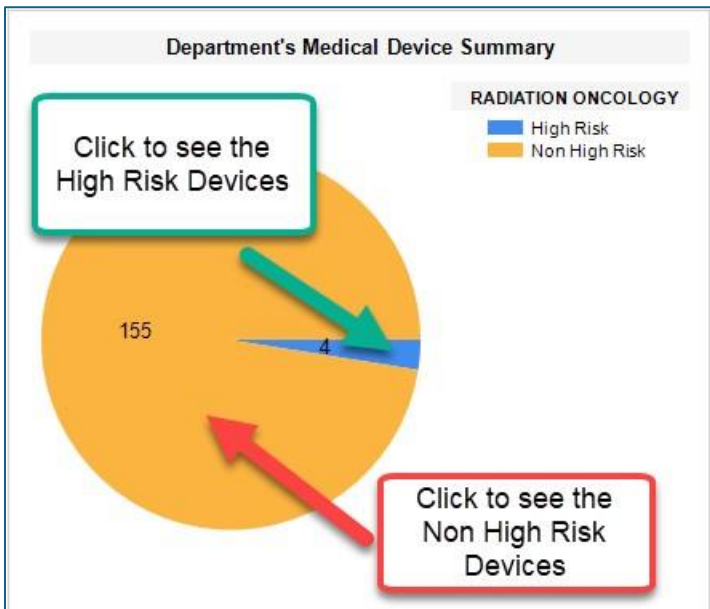
# Department's Manager Dashboard

User Guide and Setup

**Rich Sable**  
Product Manager

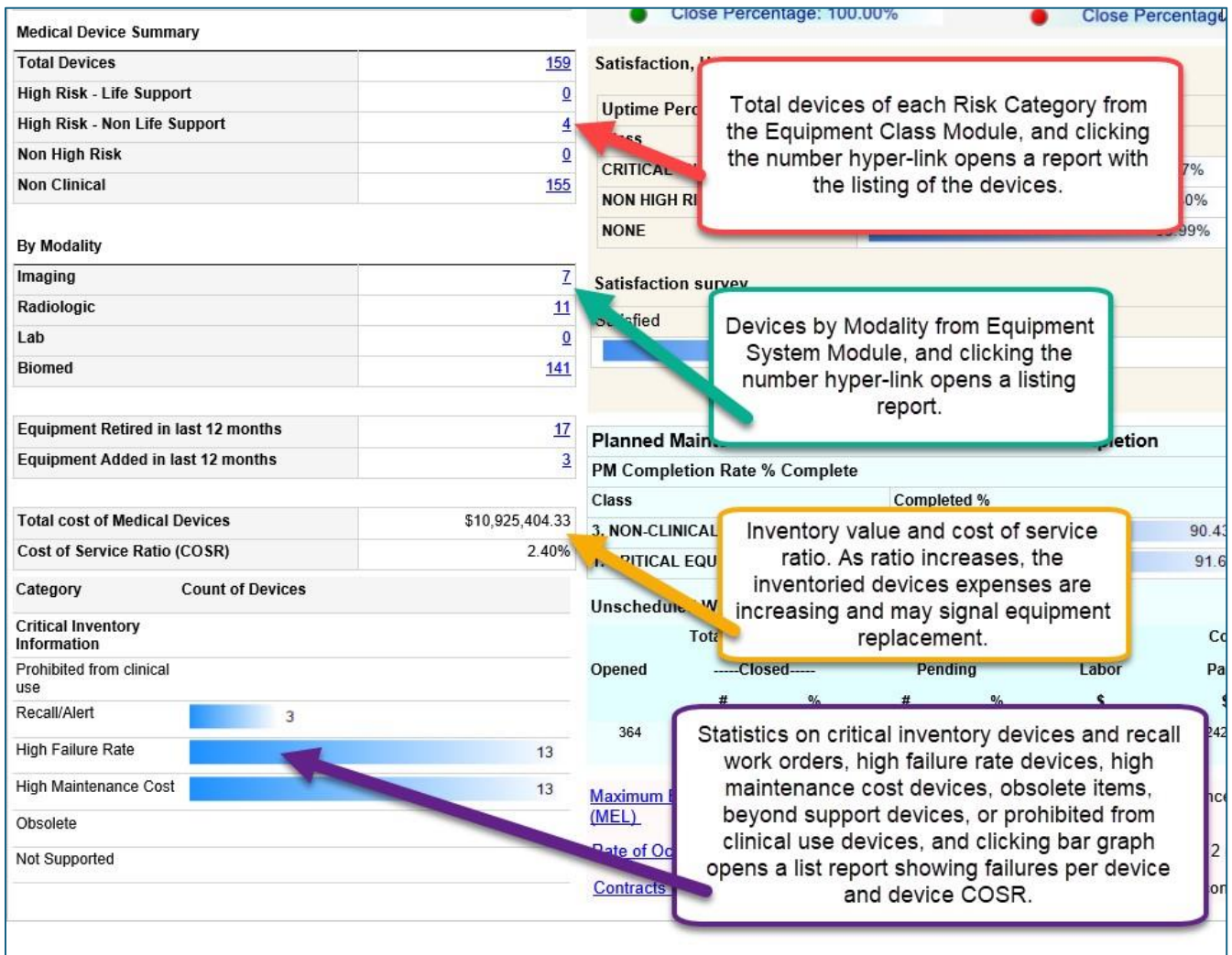


The department's manager dashboard provides key metrics regarding the equipment and work orders specific to their department. Additionally, it provides a level of transparency between HTM and the end user and increases the level of communication between HTM and their customers.



### Department's Medical Device Summary

This graph displays a breakdown of the criticality of the devices in the department's inventory: High Risk and Non-High Risk. Also, the graph is interactive, and the manager can click on either section of the pie chart and a report opens with a listing of the inventory items. Further, the manager can click on the control number of any device in the report and review all of the inventory information on that device along with the service history segregated into scheduled and unscheduled work orders. Finally, the report ends with equipment replacement matrix information which provides a starting point for capital equipment planning. Further, the equipment listing report indicates the COSR (Cost of Service Ratio) for each device and this can be used by the manager to start an investigation into the devices replacement plan.



The driving factor to an equipment type's criticality is derived in the equipment type, equipment model, or equipment inventory modules when assigning a clinical application or selecting the Class of medical equipment.

**Equipment Type Add/Edit**

Equipment Type: [Schedule](#) [Other Details](#) [Attachments](#)

EQ Type: DEFIBRILLATOR, AED      Class: CRITICAL - LIFE SUPPORT       Active

System: NONE      Life Expectancy: 8      Code:      ECRI #: 17116

ECRI Name: Defibrillators, External, Automated      GMDN:      Term:     

Notes:

**Class field used to categorize Risk Profile: Critical or Non-Critical**

Figure 1 HEMS One Class field for risk category.

Equipment Type Add/Edit

Equipment Type Schedule Other Details Attachments IT Fields

Risk Assessment Risk Value : 16

Category	Statements
EQUIPMENT FUNCTION (E)	THERAPEUTIC - PHYSICAL THERAPY OR TREATMENT ( 8 )
CLINICAL APPLICATION (A)	HAS POTENTIAL FOR PATIENT DEATH ( 5 )
	HAS POTENTIAL FOR PATIENT DEATH ( 5 )
	HAS POTENTIAL FOR PATIENT INJURY ( 4 )
	CAN CAUSE INAPPROPRIATE THERAPY/MIS-DIAGNOSIS ( 3 )
	CAN CAUSE EQUIPMENT DAMAGE ( 2 )
	THERE IS NO SIGNIFICANT IDENTIFIED RISK ( 1 )

Incoming Inspection (From service area)  
INCOMING INSPECTION

Retirement Procedure (From service area)  
Retirement Procedure

**Critical - Life Support**

**Critical - Non Life Support**

Figure 2 HEMS One Clinical Application's relation to risk category.

Equipment Types

EQ TYPE : DEFIBRILLATOR, AED

Type DEFIBRILLATOR, AED  Active

Class CRITICAL - LIFE SUPPORT Life Expectancy 8 Code

System NONE

ECRI # 17116 Name Defibrillators, External, Automated

Notes

Schedule Other Details Attachments IT Fields

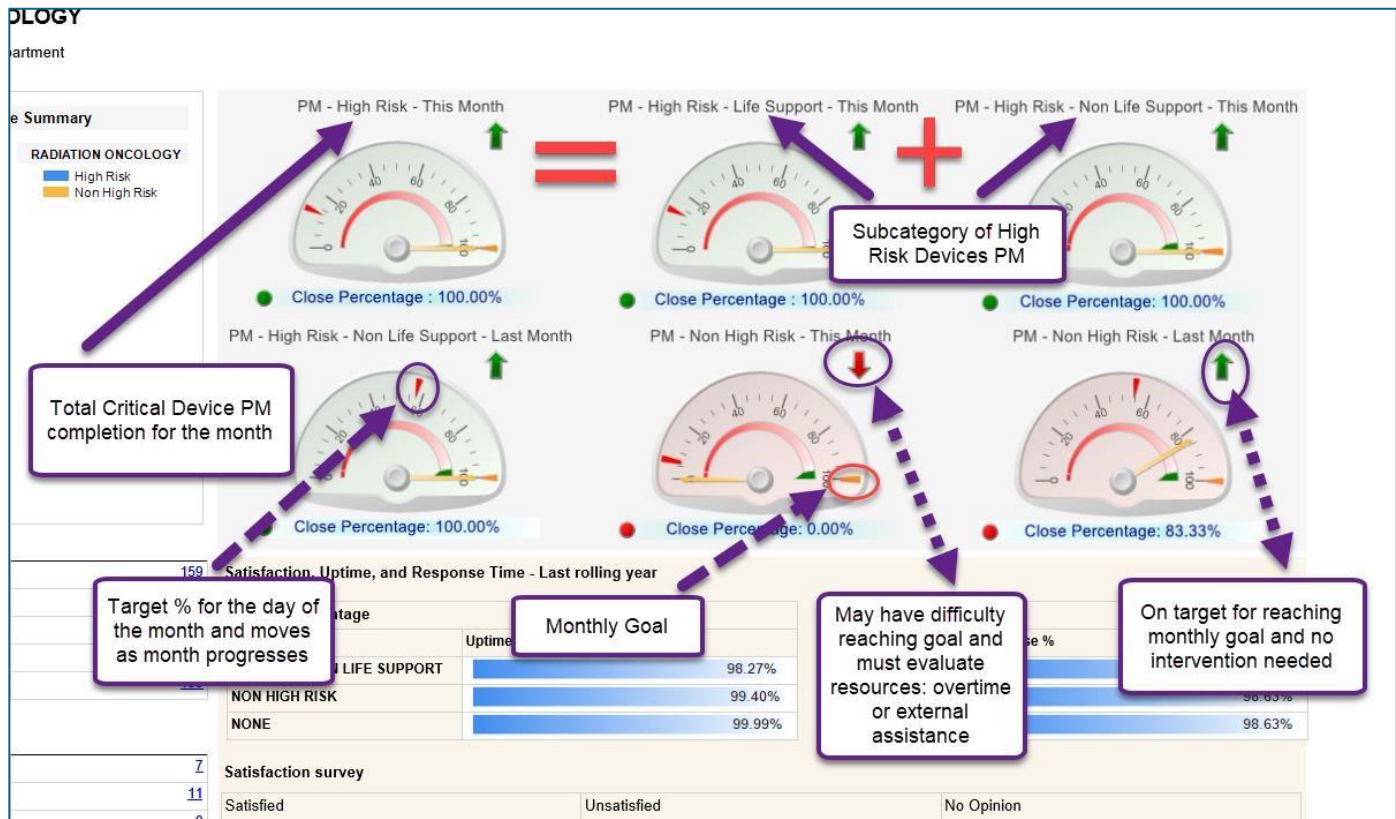
RiskAssessment Risk Factor 16

Category	Statements
EQUIPMENT FUNCTION (E)	THERAPEUTIC - PHYSICAL THERAPY OR TREATMENT ( 8 )
CLINICAL APPLICATION (A)	HAS POTENTIAL FOR PATIENT DEATH ( 5 )
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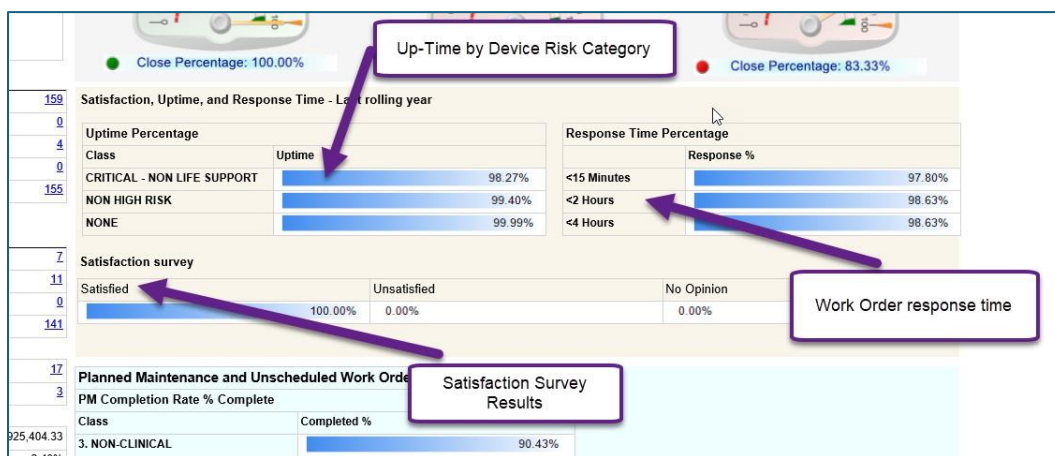
**The determinants for Critical - Life Support, Critical - Non-Life Support, Non Critical, Non Clinical devices.**

**Answer to Clinical Application drives the Critical vs Non-Critical determination**

Figure 3 HEMS Enterprise Class field for risk category along with Clinical Application's role in defining risk category.



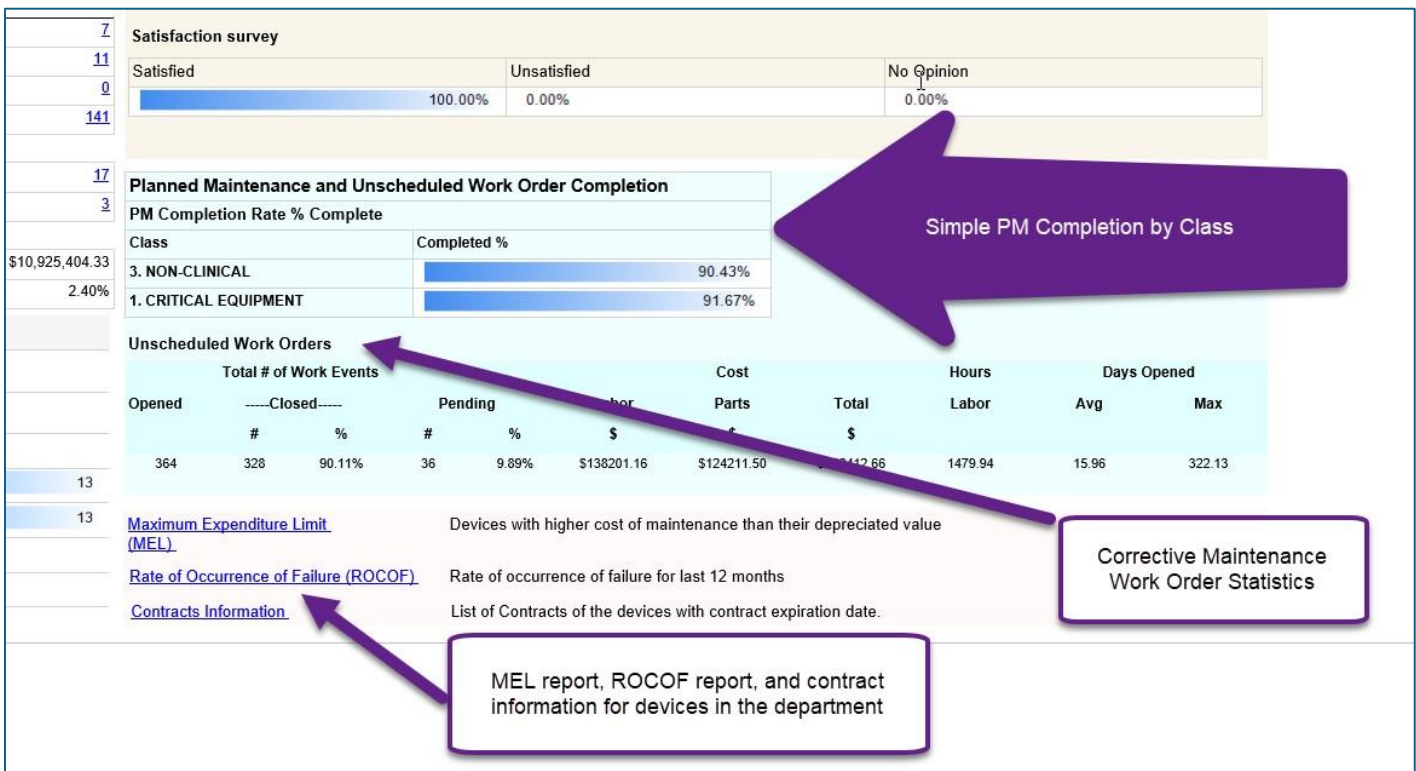
The gauges provide an “at a glance” management for your department’s preventive maintenance. Specifically, it reveals the current progress along with targets for the day and the month. Most importantly, it provides predictors to identify if your maintenance will meet the monthly goal giving you time to adjust your human resources or hire external assistance. Finally, this report updates continuously throughout the workday, providing real-time progress reporting.



Below the gauges, you’ll find information on the results of the satisfaction survey, work order response time, and equipment uptime by Risk Category (Class).

These other factors allow the department manager to really assess the service that they are receiving from

the HTM department. Further, the uptime percentage may provide insight into a device that may be in need of replacing if it’s continuously down and causing scheduling issues with your patients. If the device is under service contract, then a meeting with HTM leaders and the vendor may be required. On the other hand, when staff are complaining about a device being down too often, the graph may not validate their claim, and it just might be a device that is critical to their daily workflow.



The final section of the dashboard reveals a simple look at PM completion percentage, information on corrective work orders for the department, and quick hyper-links to capital planning reports and contract information. Specifically, the MEL (Maximum Expenditure Limit) report will identify devices that should be replaced and the ROCOF (Rate of Occurrence of Failure) report provides failure analysis on the devices in the department. Finally, the contracts report provides links to the service contracts for the devices in the department.

As you can clearly see, the department manager’s report provides a great deal of information for equipment in their department and a high level of transparency between HTM and their customers.

**Configuration / Setup for the Report**

While the report provides a great deal of information to a department manager, your data must be properly configured in the HEMS One system. Some data will require minimal effort to configure, and other data may be very difficult to obtain, such as purchase price/date or life expectancy, and a process may be necessary to create a value. **Class: High Risk, Non-High Risk, Non-Clinical**

Before deploying the Department Manager’s Dashboard across the enterprise, the HTM leadership team should determine the departments that would be best positioned for using this data and schedule a meeting with the department leaders before implementation and a regular meeting afterwards. Many clients of EQ2 provide this information to imaging, surgery, and remote clinics.

EQ2 will need a list of the departments that will be accessing the dashboard along with managers that may be accessing more than one department. The dashboard can be configured by department or location and EQ2 will need this information to properly configure the dashboard. HTM leadership will have visibility to all departments/locations configured for your organization. The ‘out-of-box’ configuration is shown in this document, and EQ2 can add or removed information to meet your requirements.