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## PERFORMANCE IMPROVEMENT PLAN

### PURPOSE:

In keeping with the Red Lake Service Unit's mission, Facilities Management in a systematic, collaborative and continuous approach will endeavor to deliver optimal service in an environment of minimal risk.

### OBJECTIVES:

There is a planned, continuous ongoing systematic process to monitor and evaluate the quality of the services provided in the Department.

When problems are identified, action is taken and the effectiveness of that action is evaluated.

When opportunities to improve services are identified, action is taken and the effectiveness of the action is evaluated.

### GOALS:

Provide a safe, functional and effective environment for patients, employees and other individuals in the organization.

Educate staff about their role in the IOP Program.

Develop performance standards for the following:

staff safety, management, knowledge and skill;  
the level of participation in safety activities;  
emergency and incident reporting procedures that specify when and where reports are communicated; and  
inspection, preventative maintenance and testing of safety equipment.

Develop safety training programs for users and maintainers of equipment and utilities.

Institute educational and self improvement programs to enhance performance, morale and loyalty.

Emphasize the "dimensions of performance" including:

efficacy  
appropriateness  
availability  
timeliness  
effectiveness  
continuity  
safety  
efficiency  
respect and caring

Focus on those functions and aspects of patient care that are essential to quality patient care and a safe care environment. Encourage everyone in Red Lake Service Unit to participate in the processes and activities that make the environment of care safe and effective.

Manage and improve the environment of care.

#### SCOPE OF ACTIVITIES:

The Department Head Committee will work together with the Facility Manager to create, implement and evaluate the program within the department. As part of Red Lake Service Unit's Performance Improvement Plan, overall responsibility for monitoring and evaluating Facilities Management is assigned to the Facility Manager and the Department Head Committee.

The Facilities Management provides and is responsible for a variety of services including the following:

- Repair of equipment and utility systems;
- Plant and grounds maintenance;
- Review of equipment and utility failures, incidence reports, user errors and component failures;
- Equipment evaluations;
- Management of the preventative maintenance program;
- Utility and equipment use and safety education and training programs;
- Review of health alerts and medical device recalls;
- State and federal regulations compliance;
- Construction and planning; and
- Life safety.

#### METHODOLOGY:

A quality strategy will be established for each of the major functions listed above. This is accomplished by identifying the key components of the function, the expected outcomes and the specific performance standards.

The internal and external customers and their needs will be identified. Customers include anyone who receives Engineering related services directly or indirectly.

Incorporate PI principles into training programs.

By developing a spirit of ownership staff members should develop responsibility for their positions and a commitment to quality and Red Lake Service Unit.

Teamwork will be promoted within the department and facilitywide.

Input from the staff members on how they can improve Facilities Management will be encouraged.

A complaint tracking system will be developed and maintained to track all types of complaints from staff and other customers.

Traditional monitoring and evaluation of activities along with quality audits will be conducted.

Improvement teams that focus on specific problems will have the responsibility of investigating all aspects of a process and recommending the best quality action plan. The team shall then implement the action plan and monitor the results to look for continual ways to improve the processes.

## DEVELOP AND MEASURE PERFORMANCE INDICATORS:

### Example Indicators:

Preventative maintenance procedures current within thirty days;  
Documented need for equipment monitoring;  
Employees educated on need to comply with lockout procedure;  
Work order response initiated within 48 hours;  
24 hour turn-around time on repairs;  
Interpersonal communication skills;  
Damage to equipment due to negligence;  
Timely submission of statistics;  
Customer/Staff satisfaction surveys;  
Occurrence of overtime;  
Utilities user errors;  
Equipment unscheduled down-time/failure;  
Employee awareness of departmental equipment and utilities operations;  
Equipment not available for PM or repair;  
Phantom problems (non-reproduced complaints); and  
Equipment back (recall) within one month.

## SET BENCHMARKS AND THRESHOLDS:

As data is collected over a period of time, the Facilities Management will establish levels or benchmark points that will trigger review. The Facilities Management is always striving for an opportunity for improvement in the service.

## COLLECT DATA:

The Facilities Management staff will collect data for each aspect of care. The data is collected on an ongoing basis. The data is collected in order to prevent any potential problems. The data sources include the following:

Statistical Data  
Worksheets and Workorders  
Meeting Minutes  
Direct Observation  
Patient/Staff Complaints and/or Surveys

Data shall be reviewed quarterly by the Facilities Management and the Department Head Committee. The Facilities Management employees will review the findings in order to determine whether a problem or opportunity for improvement in service exists. This evaluation may include analysis of patterns or trends in providing service that relate to specific shifts, staff, skills and/or structure.

## PERFORMANCE ASSESSMENT:

The assessment process is systematic, interdisciplinary and interdepartmental. The Facilities Management uses a systematic process to assess collected data. The assessment process will include statistical quality control techniques as needed. Data assessment begins with a clear understanding. A systematic assessment framework with discipline involvement collects and analyzes data to answer questions about the processes and outcomes that are being monitored throughout the organization. The following questions are:

What is our current level of performance?  
How stable are current processes?  
Are there areas that could be improved?  
What should our improvement priorities be?  
Have strategies to improve performance been effective?  
Have specifications for new or redesigned processes been met?

An interdisciplinary approach will be made to make comparisons of processes and outcomes over time. The data will be compared and reference databases utilized as needed. Priorities for improvement will be assessed. Improvement activities will be implemented based on assessment conclusions. To achieve this goal, each department will measure, assess and improve activities that relate to the performance of the department. The Facilities Management will collaborate as necessary with other departments throughout the organization.

#### TAKE ACTIONS TO IMPROVE SERVICES:

If evaluation identifies a problem or opportunity for improvement, the staff evaluates and determines the appropriate action and forwards that recommendation to the individual or group with the authority to act. Some possible actions include the following:

Systems problems: Changes in communication channels, changes in organizational structure, adjustments in staffing and changes in equipment or chart forms

Knowledge problems: Inservice education, continuing education and circulating informational material

Behavior problems: Informal or formal counseling, changes in assignments and disciplinary action

#### ASSESS THE EFFECTIVENESS OF THE ACTION AND DOCUMENT IMPROVEMENT:

The monitoring and evaluation does not end when actions are taken. Not only does the Facilities Management staff continue to monitor the performance indicators for future opportunities for improvement, but the staff will also determine whether the actions taken are successful in improving the service. The results of continued monitoring and evaluation provide the information to make that determination.

If services do not improve within the expected time, the staff will reexamine the performance indicator and take further action. This follow-up is essential to the monitoring and evaluation process.

#### COMMUNICATE RELEVANT INFORMATION TO THE ORGANIZATIONWIDE PERFORMANCE IMPROVEMENT PROGRAM:

To "close the loop" of the monitoring and evaluation process, the following information is reported to the organizationwide Department Head Committee:

Findings/Conclusions  
Recommendations  
Actions  
Results of actions taken

The Facilities Management Performance Improvement Plan will be assessed annually for its effectiveness and consistency with Red Lake Service Unit's Plan. The assessment is conducted by the Facilities Management and the Department Head Committee and forwarded to the Governing Body.

**CUSTOMER SATISFACTION SURVEY**

Work order # \_\_\_\_\_ was completed for your area on \_\_\_\_\_ . This work order consisted of: \_\_\_\_\_ , and was ordered by: \_\_\_\_\_ , Dept. \_\_\_\_\_ , cost center # \_\_\_\_\_ . In order to evaluate our services and where we might improve we would appreciate your feedback.

- RATING SYSTEM:  
5 = STRONGLY AGREE  
4 = AGREE  
3 = SLIGHTLY AGREE  
2 = DISAGREE  
1 = STRONGLY DISAGREE  
N/A = DOES NOT APPLY

Your equipment problems were solved effectively. \_\_\_\_\_

The service was performed promptly. \_\_\_\_\_

If applicable we contacted you to schedule service at a convenient time. \_\_\_\_\_

You were kept adequately informed as to delays in services (e.g. parts on order, manpower shortages, etc.). \_\_\_\_\_

The work was performed in a professional/courteous manner. \_\_\_\_\_

After the work was completed, the work area was free of debris and clutter. \_\_\_\_\_

Work did not interfere with the safe operation of your department. \_\_\_\_\_

In general the work was conducted in a safe manner. \_\_\_\_\_

The work was completed within your time expectations. \_\_\_\_\_

We provided a reasonable and cost effective solution to your work request. \_\_\_\_\_

We appropriately appraised you of the cost of work where applicable. \_\_\_\_\_

COMMENTS: (Please comment on any rating less than 4)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

OTHER COMMENTS THAT MAY HELP US IMPROVE THE QUALITY OF OUR SERVICE.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

THANK YOU FOR YOUR ASSISTANCE IN HELPING US PROVIDE THE QUALITY SERVICE WE ARE STRIVING FOR. PLEASE RETURN THIS FORM TO THE Facility Manager.

To be completed by Facilities Management:

Average rating (average of all questions not answered by N/A) \_\_\_\_\_

Department Director contacted regarding the attached? Yes \_\_\_ No \_\_\_

Processed by: \_\_\_\_\_ Date: \_\_\_\_\_

**POLICY AND PROCEDURE MANUAL**

This manual has been reviewed and approved by:

\_\_\_\_\_  
Facility Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
Administration

\_\_\_\_\_  
Date

\_\_\_\_\_  
Governing Body

\_\_\_\_\_  
Date

**PLANT OPERATIONS AND MAINTENANCE PROGRAM**

The maintenance and operation of all hospital buildings, grounds structures, plant components, utilities (including electric, water systems, steam, air, gas, fuel, oil), sanitary systems, refrigerator units, ventilation and air conditioning systems, hospital internal communication, fire alarm systems, roads and parking areas, plant security, internal and external lighting and grounds are the primary responsibilities essential in the Plant Operations and Maintenance Program.

Where authorized, responsibilities will include repairs, alteration, minor construction and remodeling related to maintenance. Not included would be the disposal of garbage, trash and refuse and work that needs to be contracted.

Red Lake Service Unit personnel shall be used to perform all duties when feasible. Outside contractors will be utilized only when absolutely necessary.

A safe, clean, structurally sound environment shall be achieved in the hospital through development and implementation of the Plant Operation and Maintenance Program, the development and training of personnel and the evaluation of goals of the department to assure correlation with the goals of Red Lake Service Unit.

Administrative Approval: \_\_\_\_\_

## DAILY JOURNAL

### PURPOSE:

The purpose of this instruction is to develop and execute a standard procedure to record and maintain a permanent record of significant occurrences within the Facilities Management.

### PROCEDURE:

The journal contains a log sheet for each day of the year. The following procedures and information will be included in the journal:

Record of daily routine inspection and notes from the Facilities Management Log.

Major machinery inoperative due to failure, estimate of time for completion of repairs and when the major piece of machinery has been repaired or the maintenance completed.

Major machinery in operation or shifted.

Entry of weekly tests and inspections conducted should correspond with the daily-weekly test inspections schedule.

Entry of the status of test or inspection, satisfactory or unsatisfactory (State reason for unsatisfactory test, etc.).

Report of injury and cause to personnel in the Facilities Management.

Safety hazards shall be entered in the journal and the appropriate corrective action taken.

Record in journal major service calls or inspections by contract insurance or other regulatory agencies, that are visiting the hospital.

Journal will start with the beginning of each shift.

All department personnel will coordinate with "duty engineer" the entries of significance that should be recorded in the journal at the end of the working shift.

Entries shall be made in ink - no erasures. If a change is to be made, draw a line through the item and put your initials beside it.

The journal will be reviewed by the Facility Manager on a regular basis to insure all significant problems, safety hazards or recommendations have been properly resolved.

## RULES AND REGULATIONS

### TIME OFF-COVERING OF SHIFTS

Red Lake Service Unit policy which dictates that time off can be taken if an employee works on a holiday is subject to departmental need and sole discretion of the Facility Manager.

Under no circumstances will holiday time off be given to members of this department until the shift of the employee requesting time off is covered.

Shift coverage for holiday and vacation reliefs will be approved and confirmed by the Facility Manager. Requests for time off must be made in writing-at least \_\_\_\_\_ in advance of intended time off.

There will be no covering of other employee's shifts, unless specifically approved by the Facility Manager. Members of this department will not exchange full-time or part-time with any other member. When schedules are assigned, they shall be maintained. The only exceptions: death in the immediate family, or illness in the immediate family. Immediate family to be defined as mother, father, spouse or children.

There will be no time off given for the following: Traffic violations, attending to financial business (ie: bank), car repairs, etc.

There will be a weekly schedule posted for all employees working in this department. It will be adhered to with no exceptions.

### CONDUCT OF WATCH ENGINEER

There will be no evidence of reading newspapers, magazines or other periodicals.

TELEVISION: Television cannot be used by watch engineer. Any violation of this rule is subject to disciplinary action, and any continued violations will be grounds for termination.

### DOORS - EXIT DOORS:

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are to be kept locked after \_\_\_\_\_ p.m. ALL EXIT DOORS on all floors must be kept locked 24 hours a day. The MAIN ENTRANCE DOOR is to be locked after \_\_\_\_\_ p.m.

TOOLS: The no-loan-tool rule is to be strictly followed. At the end of each shift, tools shall be put into proper places; engine room and adjoining work spaces shall be kept clean and in an orderly fashion.

The relieved shifts will be responsible for the tidiness of these spaces.

Anyone not following the above rules will be subject to disciplinary action.

ENTERING A PATIENT'S ROOM:

The patients privacy, dignity, safety and comfort shall be of utmost concern at all times:

Permission shall be obtained from the head nurse or assistant head nurse before entering patient's room.

ENTERING SURGERY:

Permission shall be obtained from the head nurse or assistant head nurse before working in these areas.

Proper clothing shall be worn while in these areas. They are cap, gown, mask and shoe coverings or jump suit.

Tools, parts or other paraphernalia may not be placed on any counter top, table or equipment within these areas. These items shall be placed on the floor.

NOISE:

Every attempt shall be made to keep the noise level to a minimum. If the work requires a substantial amount of noise to be made for its completion, arrangements shall be made with personnel concerned, to limit the disruption.

HOUSEKEEPING:

Each member of the department will be assigned an area for which he/she will be responsible for the cleanliness.

When working in any area of the hospital, the dirt and debris from the work, shall be cleaned by Facilities Management personnel.

DRESS:

It is expected that Facilities Management personnel maintain themselves in a clean state.

Soft sole shoes are recommended to reduce noise.

SAFETY:

Additional to the hospital Safety Manual, Facilities Management personnel shall follow safe working practices as prescribed in the Facilities Management Safety Manual.

If work being performed is in anyway hazardous to a patient or other personnel, it shall not be attempted until proper safety precautions are taken.

Persons that are ill, have colds or diarrhea shall not enter surgery or a patient's room.

Trash shall not be allowed to accumulate in Facilities Management areas as it presents a fire and health hazard.

CHANGING OF SHIFTS:

The relief of the off-going engineer will take place in the \_\_\_\_\_ . The off-going engineer will give his/her relief any information pertinent to operation of the engineering systems.

Whenever, the relief engineer is detained and will be late in relieving for his/her shift he/she shall, if possible, notify the shift engineer. If the relief is late and does not notify the off-going engineer within 30 minutes, the off-going engineer shall notify the Facility Engineer.

In no case shall the off-going engineer leave until relief has arrived.

#### HOURS OF OPERATIONS:

Facilities Management is open \_\_\_\_\_ days a week, \_\_\_\_\_ hours a day. During off hours there will be personnel on call to meet any emergency situations.

## MAINTENANCE WORK REQUEST SYSTEM

### PURPOSE:

To establish an effective means of requesting, coordinating and completing maintenance of a corrective nature.

### PROCEDURE:

Corrective maintenance can be defined as those actions required to restore equipment, buildings and grounds to normal condition and to operate as designed. The following procedures are established to initiate and carry out an effective program and is considered a normal means for obtaining maintenance action.

The Maintenance Work Request System will be divided by the Facilities Management into three major categories which are defined as follows:

**URGENT:** These are corrective actions of such a nature that the failure to take immediate action or actions will jeopardize the operation of the hospital with respect to it's primary mission and service. Procedures for URGENT corrective action is by far the fastest means.

**ROUTINE:** These are corrective actions which should be performed at the first opportunity, but their nature is such that the primary function of the hospital is not significantly affected. Work requests will be picked up on a daily basis by Facilities Management personnel during their normal rounds.

**DEFERRED:** Some routine requests may be deferred based on priority.

Ultimate priority assigned to the Work Request will normally be determined by the Facility Manager upon review of the written requisition.

For the Maintenance Work Request System to operate efficiently, it is mandatory that the telephone and paging for Facilities Management be used only in cases of urgent requirements or emergencies (flood, fire, power loss, etc.), since it is impossible to assign priorities and schedule phone calls and pages.

On a daily basis, the Facility Manager or Facility Engineer will assign Work Requests to personnel and review completed work orders for completeness and correctness of repairs and/or the need for purchases or outside assistance.

## **PAINING PROCEDURE PATIENT ROOMS**

### PROCEDURE:

Patch cracks, spots, etc., while patient is in room if possible.

After proper authorization, take room out of service.

Remove all furniture from room and store in hallway, careful not to block hallway.

Remove hardware from areas that will receive enamel. Sand or undercoat these areas. If undercoat is used, while it is drying proceed to prepare the rest of the room for painting as follows:

If room needs patching, patch all needed areas.

Remove all hardware from walls.

Remove T.V. and mask off bracket.

Mask off base board and counter tops and other items to protect their finish.

Cover floors with drop cloth.

If undercoat is dry, proceed with all paint work.

Sand patched areas and brush coat area with vinyl.

With roller, coat ceiling and walls. Apply second coat immediately when necessary.

Apply contrast color (if applicable).

Post WET PAINT signs until area is dry.

Wash tools.

Replace all hardware items.

Remove all tape and remove all paint spots from unpainted areas, etc.

Notify your supervisor that room is complete and ready for Housekeeping.

### ALL OTHER AREAS:

Notify department director or Service Unit Director prior to starting.

Use proper procedures for preparing surfaces and protecting surfaces not being painted.

Post WET PAINT signs until area is dry.

Notify Department Director or Service Unit Director when area is completed

Remove all protective items, such as: tape, drop clothes etc.

Clean brushes and equipment properly.

NOTE: Care will be taken to eliminate any tripping hazard. No room will be left for any length of time if such a hazard exists.

## Building Maintenance Painting

### POLICY:

It is the policy of Red Lake Service Unit's Facilities Management to regularly inspect the interior of all areas of the building and to paint as necessary on an on going basis.

Red Lake Service Unit will use only latex based paints on all interior surfaces with no exceptions.

## **Outside Contractors Working in the Facility**

### POLICY:

All outside contractors will coordinate all work within Red Lake Service Unit with the Facilities Management before beginning work.

### PROCEDURE:

Before beginning work, all outside contractors shall check in at the Facilities Management office. The outside contractor will supply the following information: scope of work, authorization, duration and any pertinent information that is required.

All contractors shall work as professionally as possible so as not to aggravate patients, staff and visitors.

All contractors shall follow the hospital smoking policy.

If special parking is required, permission shall be granted and coordinated through Facilities Management.

All contractors are to maintain their work area as clean as possible while working and clean up thoroughly when finished.

If any utilities or critical systems are to be interrupted, notification of Facilities Management personnel is mandatory. Facilities Management personnel will in turn assist.

All contractors are asked to use competent subcontractors on hospital projects. Poor work practice will not be tolerated.

All contractors are expected to use courtesy. Loud and abusive language will not be tolerated.

Contractors must provide assurance not to block corridors and fire exits.

Any life safety code violations incurred during construction or renovation will result in close coordination with plant operations interim life safety measures. The measures are required by JCAHO.

All contractors working above the ceiling are required to replace all disturbed ceiling tile.

All penetrations in smoke partitions are to be sealed with fire caulk before final payment is made.

Upon completion of daily activities contractors are asked to check out and report progress to Facilities Management.

**OUTSIDE CONTRACTORS - HAZARD COMMUNICATIONS PROGRAM**

POLICY:

It is the responsibility of \_\_\_\_\_ to provide on-site contractors with the following information:

Hazardous chemicals to which they may be exposed while on the job site.

Precautions the contractor and his/her employees may take to lessen the possibility of exposure by usage of appropriate protective measures.

It is the responsibility of \_\_\_\_\_ to contact each contractor before work is started to gather and disseminate information concerning hazards which the contractor will bring into the workplace.

Compliance with the OSHA Hazard Communications Standard is certified by:

\_\_\_\_\_  
Name, Title

\_\_\_\_\_  
Date

## **Lockout/Tagout Procedures**

### **POLICY:**

As per Red Lake Service Unit Energy Control Program the following lockout/tagout procedure will be followed to ensure that appropriate lockout devices or tagout devices are utilized to disable machines or equipment preventing unexpected energization, start-up or releasing stored energy to help prevent injury to personnel.

### **PROCEDURE:**

Locate and identify power sources, potential hazards and all control devices.

Notify all personnel involved.

Turn off all power controls.

Isolate all power sources by blocking, bleeding and venting energy that may be stored in springs, hydraulic systems and pneumatic systems.

Lockout all switches and power controls in the "Off" or "Safe" position.

Test for safety with operating controls in the "On" position. Before testing, always insure that nobody is in danger of injury.

Return all operating controls to the off position.

Perform necessary work.

Remove lockout devices once the equipment is fully operational and all affected employees are notified. Lockout devices must be removed by the person who puts them on.

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Perform necessary work.

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## Lockout/Tagout Training

### LOCKOUT/TAGOUT TRAINING OUTLINE

#### Definition:

Energy runs machines and moves their parts. That energy can be electrical, mechanical, hydraulic or pneumatic. Sometimes the energy is stored, as in springs, steam, or as pressurized air or liquids. Any type of energy, however, can be a serious safety hazard, especially if it comes on or is released unexpectedly while servicing or maintaining equipment. That is why OSHA has developed lockout/tagout procedures to help make sure that anyone working on equipment isn't electrocuted, hit, cut, crushed or otherwise injured during machinery service or repair. If there are any questions regarding the following procedures or safety questions ask your supervisor.

#### Key steps to proper lockout:

SHUT OFF and lockout electricity.  
RELEASE and lockout energy.  
DRAIN and lockout material.

After all the energy has been shut off and drained, lockout is the safest method of keeping you from getting hurt. The law requires you to lockout machine power whenever possible. Only when you can't lockout do you tagout using a warning tag.

Lockout means putting a lock on the part of the machine that controls the energy: for example, a circuit breaker, switch, block, valve, etc.

This locks the energy control device in an "off" position and prevents the machine from starting up or releasing energy accidentally. A lockout lock can have a key or a combination. It cannot be a lock that's used for any other purpose than lockout.

#### Lockout locks must be:

Durable enough for the heat, cold, humidity or corrosiveness in the area where it's used - for as long as it is needed.

Standardized by color, shape or size throughout the facility.

Strong enough so it cannot be removed without heavy force or tools like bolt cutters.

Identified by the name of the employee who installs and removes it.

#### AUTHORIZED PERSONNEL:

Personnel authorized to perform lockouts will be assigned by the Facility Manager. Those assigned this responsibility will be trained in specific lockout procedures and will learn how to recognize the type and amount of energy used by the machines and equipment and how to control that energy.

If a team is used for lockout/tagout, one member of the group must have primary responsibility. That person makes sure that all group

members are safe during lockout. Each authorized group member puts his or her own lock or tag on during the group lockout.

Never remove anyone else's lock or permit anyone else to do so.

Report lost keys to your supervisor immediately and have lock destroyed.

Always use your own lock and key.

#### ALL PERSONNEL:

All personnel who work with equipment must be trained in basic lockout procedures. They need to understand why lockout/tagout is important, how the procedure works, and the importance of not attempting to repair or service machinery without going through proper procedures. Other personnel need to be familiar with lockout/tagout procedures, and know the importance of not trying to restart locked or tagged equipment.

Never remove, ignore or bypass locks or tags you find on machinery.

#### LOCKOUT PROCEDURE:

Locate and identify power sources, potential hazards and all control devices.

Notify all personnel involved.

Turn off all power controls.

Isolate all power sources by blocking, bleeding and venting energy that may be stored in springs, hydraulic systems and pneumatic systems.

Lockout all switches and power controls in the "Off" or "Safe" position.

Test for safety with operating controls in the "On" position. Before testing, always insure that noone is in danger of injury.

Return all operating controls to the off position.

Perform necessary work.

Remove lockout devices once the equipment is fully operational and all affected employees are notified. Lockout devices must be removed by the person who puts them on.

#### TAGOUT:

##### Definition:

Some equipment cannot be locked out. This does not mean it cannot be dangerous if it starts or is energized accidentally. That is where tagout comes in. Tagout means using special tags that warn people of the danger of starting up the machine. A tag has a printed warning about what could happen if the equipment starts up. The tags must be special tags, used only for this purpose. Remember, tags do not

provide physical restraints - they are simply warning devices. Do not let tags provide a false sense of security.

These tags must meet the same standards that the locks do, such as they must be durable, strong, standardized and show the identity of the person doing the work. They must also have the same print and format throughout the facility and be tough enough so they cannot be accidentally removed. The law also states that they must be attached with something similar to nylon cable and cannot be reused. They also must be self-locking and cannot be released with less than 50 pounds of strength. A tagout must be attached at the same location as a lockout device would have been attached.

#### GETTING BACK ON LINE:

When maintenance or service is done, only the same authorized person who installed the lock or tag may remove it. Special circumstances may apply during shift changes or unavailability. Specific facility procedures must be followed.

#### Removal procedure:

Make sure all personnel are a safe distance from equipment.

Remove tools from machine or equipment.

Reinstall any machine guards.

Remove lockout devices.

Turn on energy.

Notify other personnel that the machines are working again.

#### WHO WILL RECEIVE LOCKOUT/TAGOUT TRAINING:

Lockout/tagout training will be conducted for all new employees. Retraining will be conducted when there is:

a change in job assignment;

new hazard due to a change in machine, equipment or process;

change in procedure; or

annual evaluation reveals inadequacies in lockout/tagout procedures or employee knowledge.

When outside contractors are to be used, contractor and Facility Manager must make each other aware of their respective lockout/tagout procedures.

## Confined Space Entry

### DEFINITION:

"Confined Space" is defined by OSHA as:

having adequate size and configuration for employee entry to perform work.

has limited or restricted means of access or egress.

is not designed for continuous employee occupancy.

"Permit-Required Confined Space" is a confined space that has one or more of the following characteristics:

contains or has the potential to contain a hazardous atmosphere.

contains a material that has the potential for engulfing an entrant.

has an internal configuration such that the entrant could be trapped or asphyxiated by inwardly converging walls or by a floor that slopes downward and tapers to a smaller cross-section.

contains any other serious safety or health hazard.

### POLICY:

A worksite evaluation was conducted to determine if there were any permit required confined spaces in Red Lake Service Unit. Identified permit required confined spaces include, boilers, sterilizers ventilation systems and underground storage tanks. All permit required spaces will be posted with danger signs to alert employees to the existence, location and danger involved (i.e. "DANGER PERMIT-REQUIRED CONFINED SPACE, DO NOT ENTER").

Authorized entrants, attendants, and entry supervisors will receive appropriate training to assure knowledge of duties and responsibilities during entry to confined spaces before assigned such duties. The training shall establish employee proficiency in the duties required. Training logs shall be maintained by the Facilities Management. Confined space supervisor will be familiar with all aspects of OSHA (29 CFR 1910.146).

### PROCEDURE:

All permit required confined spaces will be tested to determine if conditions are acceptable for entry.

Spaces will be monitored as necessary to determine if acceptable conditions are maintained during work interval.

If atmospheric hazards are suspected, atmosphere will be tested first for oxygen levels, then combustible gases and vapors and then for toxic gases and vapors. Atmospheric monitoring equipment shall be supplied and used at all times during work interval.

Ventilating, purging, inerting or flushing of space, if required, is conducted as necessary. There may be no hazardous atmosphere within

the space when an employee is inside.

Supervisor shall document the basis for determining that all hazards in a permit-required space have been eliminated including date, location and signature of the person making the determination. The certification shall be made available to each employee entering the space.

Permit shall include:

The space to be entered, purpose of entry, date and authorized duration of entry. Names of all entrants. Names of all attendants. The name of entry supervisor. The hazards of the space to be entered. The measures used to isolate the space and eliminate hazards. The acceptable entry conditions. The results of the initial and periodic tests performed and the initials of the testers. The rescue and emergency services that can be summoned and the means for summoning those services. The communication procedures used by the authorized entrants and attendants to maintain contact during entry. Personal protective, testing, communications, alarm and rescue equipment provided.

Before the entry begins, the entry supervisor identified on the permit shall sign the permit to authorize entry. The permit shall be posted at entry portal.

The duration of the permit will not exceed the time required to complete the job or task identified on the permit. The permit shall be cancelled by the entry supervisor and will be retained by the Facilities Management for a period of at least one year.

Any unsafe conditions will be removed before entrance cover is opened.

As soon as entry cover is removed barriers shall be erected promptly to protect against accidental falls or equipment falling in space.

Entrants shall communicate with the attendant as necessary to enable the attendant to alert entrants of the need to evacuate.

Alert the attendant whenever the entrant recognizes any warning signs of exposure to a dangerous situation or prohibited condition.

Exit from the space as quickly as possible whenever an order is given by the attendant, entry supervisor or an evacuation alarm is sounded.

Attendant shall remain outside the space and continuously maintain an accurate count of authorized entrants until relieved by another attendant.

Attendant will monitor activities inside and outside the space to insure it is safe for entrants.

Attendant shall summon emergency services as soon as it is determined that entrants may need assistance to escape. Emergency services shall be informed of the hazards they may confront and granted access to confined spaces so as to prepare appropriate rescue plans.

Attendant may only enter a permit space to attempt a rescue if they have been trained and equipped for rescue operations and have been

relieved by another attendant.

CONTRACTORS WHO ENTER PERMIT-REQUIRED CONFINED SPACES:

Will be informed of the hazards identified and experience with the space.

Will be informed that permit-required confined spaces may only be entered with compliance to (29 CFR 1910.146).

Contractor will inform Facility Manager of procedure to be followed by contracted personnel when entering permit confined space.

Contractor will be informed of all precautions and procedures to protect employees in or near space.

Facility Manager will coordinate operations with contractor when both hospital employees and contracted personnel will be working in space.

Facility Manager will debrief contractor at the end of job to ascertain any hazards encountered or created during entry.

## **SNOW REMOVAL**

### POLICY:

In order to create a safe entry and exit to the facility, snow removal and melting will be ensured by the following preventative procedure.

### PROCEDURE:

A walkaround of the facility will be conducted to identify specific challenges for snow removal vehicles. Fencing, posts and concrete curbs are some of the items that may be difficult to see after snowfall begins. Prewinter conditions of these items will be documented.

An average first snowfall date is ascertained by contacting the local weather service.

The following provisions will be stored on-site prior to projected date:

- Adequate manual equipment, snow shovels, ice scrapers, brooms
- Adequate sand
- Enough ice melt for at least two storms
- Adequate walk-off mats, interior and exterior

Preventative maintenance on snow removal equipment will be preformed prior to projected date of first snowfall.

Snow removal contractor is responsible for damage to facility grounds during snow removal activities. Contractor will tour grounds with representative from Facilities Management and review performance expectations prior to projected date.

An inservice for staff involved in snow removal will be conducted covering:

- Safety procedures
- Equipment procedures
- Proper body mechanics

Reminders of ice and snow safety will be posted in employee newsletter prior to projected first snowfall date.

## Job Description - Facility Manager

### JOB DESCRIPTION:

To plan, organize, supervise, coordinate and control the activities of the plant operations and maintenance functions which are necessary in maintaining the physical structures, H.V.A.C., mechanical, electrical systems, utilities and grounds of Red Lake Service Unit in an operative and safe working condition. The Facility Manager shall be accountable to the Service Unit Director for planning and maintaining an effective organization, for administering labor and material controls, for training of maintenance personnel in safety and for effective management practices.

### ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

Report to the Service Unit Director as to the physical and structural conditions of Red Lake Service Unit facilities and the status of work in progress.

Monitors departmental personnel matters to include interviewing and the hiring of new staff, training, evaluating work performance, promotion, counseling, discipline and termination. Directs the grievances of employees to the Personnel Director for final disposition.

Develops, evaluates and implements departmental policies and procedures; goals and objectives; and standards of work for the maintenance and repair of medical equipment, buildings and building systems.

Participates in the development and applications of standards of quality and productivity for the Facilities Management.

Administers and implements the preventative maintenance program to ensure uninterrupted operation of the entire physical plant. Monitors its applications to assure maximum effectiveness and provides appropriate documentation of the same.

Coordinates the repair of equipment or recommends the replacement of, additions to, equipment or physical plant as necessary.

Works closely with other departments and administration. Negotiates priorities, plans work schedules, makes job assignments, orders needed materials, supplies and parts. Recommends use of outside specialty contractors as circumstances indicate.

Schedules and supervises maintenance repair work, alterations, remodeling, minor construction, and the checkout, installation, and servicing of mechanical and electrical equipment and building systems.

Maintains an inventory of parts and supplies to maximize the operational readiness of Red Lake Service Unit building systems and equipment with due respect to the limitations of cost, regulations and relative priorities.

Responsible for the selection and coordination of all maintenance service contractors and ensures all contractual provisions are met along with established codes.

Responsible for developing the annual operating budget, which includes personnel, equipment, materials and supply needs. Continues to monitor budget after adoption.

Performs weekly/monthly preventative maintenance program of fire alarm system according to National Fire Prevention Association criteria. Responsible for the development of policies and procedures relative to fire and safety.

Maintains personnel files and records, audits time cards and prepares statistical and operating reports.

Oversees the daily performance and grounds care of Red Lake Service Unit to assure a uniform and satisfactory landscaped appearance.

Maintains age specific safety precautions including:

Pediatric - All electrical outlets in pediatric patient care areas will have covers. No small or sharp objects or tools that may injure pediatric patients or visitors will be left out.

Elderly - Adequate lighting will be maintained for good visibility. Hallways and pathways will be free of debris, equipment, tools and liquid spills.

#### AUTHORITY:

The Facility Manager is under the administrative direction of the Red Lake Service Unit's Service Unit Director. The Facility Manager is responsible for the direct supervision of all ancillary personnel including the Chief Engineer, Lead Engineer, staff engineers, biomedical technicians and clerical support staff. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. Responsible for the supervision of operation and maintenance of all buildings, structures and supporting equipment.

#### QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### EDUCATION/EXPERIENCE:

Minimum of an Associate's degree (A.A.) or equivalent from two-year college or technical school; or 3 to 5 years related experience and/or training; or equivalent combination of education and experience.

#### LICENSES REQUIRED:

Appropriate sized horse power rating for steam generating equipment at facility.

#### LANGUAGE SKILLS:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and policy and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers and the general public.

#### MATHEMATICAL SKILLS:

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of algebra, plane and solid geometry and trigonometry. Ability to calculate figures and amounts such as fractions, percentages, ratios, proportions, area circumference, and volume.

#### REASONING ABILITY:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variable.

#### PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of Facility Manager, the employee is frequently required to walk; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee is occasionally required to stand; sit; reach with hands and arms; climb or balance; stoop; kneel, crouch, or crawl; and taste or smell. The employee must occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job included close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

#### WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works near moving mechanical parts; in high, precarious places; in outside weather conditions; and with explosives and is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals, extreme cold, extreme heat, risk of electrical shock, risk of radiation, and vibration. The noise level in the work environment is usually moderate.

Facility Manager Performance Evaluation

NAME: \_\_\_\_\_ EMPLOYEE NUMBER: \_\_\_\_\_

DEPARTMENT: \_\_\_\_\_ Hire Date: \_\_\_\_\_

JOB TITLE: \_\_\_\_\_ SALARY REVIEW DATE: \_\_\_\_\_

SHIFT: \_\_\_\_\_ STATUS: \_\_\_\_\_ TYPE OF REVIEW: \_\_\_\_\_

ASSESSMENT KEY

0 = DOES NOT MEET STANDARD 10% OF THE TIME

1 = DOES NOT CONSISTENTLY MEET STANDARD

2 = MEETS STANDARD

3 = EXCEEDS STANDARD

4 = EXCEEDS STANDARD 90% OF THE TIME

DUTIES AND RESPONSIBILITIES

Plans, organizes, supervises, coordinates and controls the activities of the plant operations and maintenance functions which are necessary in maintaining Red Lake Service Unit in operative and safe working conditions, which includes, but is not limited to the following: physical structures, H.V.A.C., mechanical systems, electrical systems, utilities systems, and hospital grounds.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Maintains age specific safety precautions.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Develops, evaluates and implements departmental policies and procedures; goals and objectives; and standards of work for the maintenance and repair of medical equipment, buildings and building systems.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Prepares, evaluates and controls the department's annual budget.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_

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Participates in the development and application of standards of quality and productivity for the Facilities Management.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_

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Administers and implements the preventative maintenance program to ensure uninterrupted operation of the entire physical plant. Monitors its application to assure maximum effectiveness and provides appropriate documentation.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_

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Coordinates the repair of equipment or recommends the replacement of, additions to, equipment or physical plant as necessary.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_

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Schedules and supervises maintenance work, alterations, remodeling, minor construction, and the checkout, installation and servicing of mechanical and electrical equipment and building and building systems.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_

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Responsible for the selection and coordination of all maintenance service contractors and ensures all contractual provisions are met along with established codes.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_

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Establishes and accomplishes the objectives and benchmark targets of the department within the annual budget. Monitors progress in

achievement of objectives and evaluates the Equipment and Utilities Management Programs annually.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Aids in Red Lake Service Unit's goal of retaining quality personnel by properly hiring, orienting, training, evaluating and disciplining personnel within established hospital policy.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Schedules personnel to ensure proper coverage of the hospital 24 hours per day, 7 days per week, within authorized staffing levels.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Develops orientation and ongoing training programs for the hospital and departmental personnel.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Personnel receive timely, complete and documented orientation and training.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Conducts performance evaluations in a timely, measurable and objective manner. Communicates this information to Administration.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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Keeps up to date on new methods, products, trends, etc. and communicates this information to departmental personnel and appropriate persons.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_

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Networks to be able to use peer group as a resource for problem solving.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_

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Participates in Red Lake Service Unit Information Management and Performance Improvement Programs.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_

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Supports and carries out Red Lake Service Unit policies.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_

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Informs Administration regarding circumstances or situations which have or may have serious impact on Red Lake Service Unit.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_

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Serves on Red Lake Service Unit's Safety and Health Committee and Emergency Preparedness Team.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_

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Ensures Red Lake Service Unit meets the JCAHO, federal, state and local regulations and standards as related to the environment of care.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_

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## Job Description - Facility Engineer

### JOB DESCRIPTION:

To plan, organize, direct and supervise assigned activities of the Facilities Management functions which are necessary in maintaining the physical structures, H.V.A.C., mechanical, electrical systems, utilities and grounds of the hospital in an operative and safe working condition. The Facility Engineer shall be accountable to the Facility Manager for planning and maintaining an effective organization, for administering labor and material controls, for training of maintenance personnel on safety and for effective management practices.

### ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

Report daily to the Facility Manager as to the physical and structural conditions of hospital facilities and the status of work in progress.

Monitors departmental personnel matters and makes recommendations, such as selection, training, promotion, discipline, termination. Supervises scheduling of department personnel. Directs the grievances of employees to the Facility Manager for final disposition.

Participates in the development and applications of standards of quality and productivity for the Facilities Management. Supervises and directs Facilities Management personnel in the use of policies, procedures and standards of work performance for maintenance and repair of equipment, buildings and building systems.

Administers and supervises the preventative maintenance program to ensure the uninterrupted operation of the entire physical plant. Monitoring its application to assure maximum effectiveness and provides appropriate documentation of same.

Works closely with other departments and administration. Negotiates priorities, plans work schedules, makes job assignments, orders needed materials, supplies and parts. Recommends use of outside specialty contractors as circumstances indicate.

Schedules and supervises maintenance repair work, alterations, remodeling, minor construction, and checkout installation and servicing of mechanical and electrical equipment and building systems.

Develops and participates in the orientation of new employees and the continuing education of department employees in the repair and maintenance of all equipment. Instructs personnel regarding hazards and safety to ensure safe procedures and safe use of equipment.

Maintains stock levels of materials and parts within budgetary constraints.

Responsible for maintaining repair and replacement records to keep within the projected budget. Provides input to the Facility Manager of projected costs and budget requirements.

Ensures compliance with state and federal requirements in regards to the energy management program.

Responsible for coordination of all fire and safety measures

throughout the hospital, including fire and safety inspections and procedures in conjunction with Safety and Security Departments.

Maintains age specific safety precautions including:

Pediatric - All electrical outlets in pediatric patient care areas will have covers. No small or sharp objects or tools that may injure pediatric patients or visitors will be left out.

Elderly - Adequate lighting will be maintained for good visibility. Hallways and pathways will be free of debris, equipment, tools and liquid spills.

#### QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### AUTHORITY

The Facility Engineer is under the administrative direction of the Facility Manager. The Facility Engineer is responsible for the supervision of Facilities Management personnel in maintaining the operation and maintenance of all buildings, structures and supporting equipment.

#### EDUCATION/EXPERIENCE:

One year certificate from college or technical school; or 2 to 3 years related experience and/or training; or equivalent combination of education and experience.

#### LICENSES REQUIRED;

Appropriate sized horse power rating for steam generating equipment at facility.

#### LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of clients or employees of organization.

#### MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to calculate figures and amounts such as proportions, percentages, area circumference, and volume. Ability to apply concepts of algebra and geometry.

#### REASONING ABILITY:

Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with

problems involving several concrete variables in standardized situations.

#### PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of Facility Engineer, the employee is frequently required to walk; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee is occasionally required to stand; sit; reach with hands and arms; climb or balance; stoop; kneel, crouch, or crawl; and taste or smell. The employee must occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job included close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

#### WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee frequently works near moving mechanical parts. The employee occasionally works in high, precarious places; in outside weather conditions; and with explosives and is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals, extreme cold, extreme heat, risk of electrical shock, risk of radiation, and vibration. The noise level in the work environment is usually moderate.

Facility Engineer Performance Evaluation

NAME: \_\_\_\_\_ EMPLOYEE NUMBER: \_\_\_\_\_

DEPARTMENT: \_\_\_\_\_ Hire Date: \_\_\_\_\_

JOB TITLE: \_\_\_\_\_ SALARY REVIEW DATE: \_\_\_\_\_

SHIFT: \_\_\_\_\_ STATUS: \_\_\_\_\_ TYPE OF REVIEW: \_\_\_\_\_

ASSESSMENT KEY

- 0 = DOES NOT MEET STANDARD 10% OF THE TIME
- 1 = DOES NOT CONSISTENTLY MEET STANDARD
- 2 = MEETS STANDARD
- 3 = EXCEEDS STANDARD
- 4 = EXCEEDS STANDARD 90% OF THE TIME

DUTIES AND RESPONSIBILITIES

Assists the Facility Manager in the activities of the plant operations and maintenance functions which are necessary in maintaining Red Lake Service Unit in operative and safe working conditions, which includes, but is not limited to the following: physical structures, H.V.A.C., mechanical systems, electrical systems, utilities systems, and hospital grounds.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Administers and supervises the preventative maintenance program. Monitors its application to assure maximum effectiveness and provides appropriate documentation.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Maintains repair and replacement records to keep within the projected budget. Provides input to the Facility Manager of projected costs and budget requirements.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Assists in preparing and controlling the department's annual budget.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Coordinates all fire and life safety measures throughout Red Lake Service Unit, including fire and safety inspections and procedures in conjunction with Safety and Security Departments.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Reviews policies and procedures to assure they are current and reflect actual practices.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Maintains accurate, complete and timely records.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Monitors departmental personnel matters and makes recommendations, such as selection, training, promotion, discipline, termination. Supervises the scheduling of department personnel to insure within authorized staffing levels.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Develops and participates in the orientation of new employees and the continuing education of department employees in the repair and maintenance of all equipment.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Personnel receive timely, complete and documented orientation and training.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Serves on assigned committees.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Reports all relevant issues to the Facility Manager in a timely and accurate manner.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Consistently available to assist Facilities Management personnel as needed.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Maintains positive relationships with hospital and departmental personnel.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Supports and carries out Red Lake Service Unit policies.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Assists the Facility Manager in insuring Red Lake Service Unit meets

the JCAHO, federal, state and local regulations and standards.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Maintains age specific safety precautions.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Job Description - Facility Engineer

### JOB DESCRIPTION:

To lead and supervise the daily performance of staff engineers. Perform preventative maintenance and urgent, corrective and routine repairs in electrical mechanical and H.V.A.C. equipment. Assist Facility Engineer in matters of performance reviews and discipline. Facility Engineer shall assist the Facility Engineer in maintaining an effective organization, administering monetary controls, budget development, planning, training of personnel in their general and specific duties, safety and effective management.

### ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

Provides direction to assigned personnel.

Oversees the requisitioned, corrective, emergency and preventative maintenance of buildings, equipment and off-site facilities associated within the hospital.

Reports daily to the Facility Engineer as to the general condition of hospital facilities and the general progress of work being accomplished.

Reviews maintenance requests and schedules work tasks for staff engineers checking to see that they are properly executed within a reasonable length of time. This includes requisitioned, corrective and emergency maintenance. Ensures that work sites are left clean and that tools are returned to Maintenance Shop. Makes periodic inspections, noting general condition and keeps the Facility Engineer informed as to the needs and/or changes required to keep the hospital in safe, well maintained condition.

Orders selected stock items such as plumbing supplies, wood, electrical and equipment parts so as to maintain maximum efficiency levels at all times according to established procedures.

Performs requisitioned, corrective, emergency and preventative maintenance of electrical distribution, mechanical, H.V.A.C., power generation, plumbing, and medical gas systems and building structures as required. Responsible for inspecting, calibrating, adjusting, lubricating and repairing or replacing components as necessary. Maintains records of maintenance repairs. Facility Engineer will respond to all emergency repair calls.

Diagnoses system malfunctions on mechanical and electrical equipment. Repairs or replaces defective parts as necessary.

Assists in the training of personnel in the operation and repair of equipment.

Assists in maintaining records to ensure compliance with state, federal and Joint Commission regulations.

Incumbent is prepared to assume responsibilities for the Facilities Management in the event of absence, illness or vacation of the Facility Engineer.

Directs workers engaged in ground maintenance activities such as mowing lawns, trimming hedges, removing weeds, and raking and disposing of leaves and refuse.

Inspects completed work for conformance to blueprints, specifications, and standards.

Studies production schedules and estimates worker hour requirements for completion of job assignment.

Interprets hospital policies to workers and enforces safety regulations.

Establishes or adjusts work procedures to meet production schedules.

Suggests changes in working conditions and use of equipment to increase efficiency of work crew.

Analyzes and resolves work problems, or assists in solving work problems.

Initiates or suggests plans to motivate workers to achieve work goals.

Maintains time and production records.

Confers with other supervisors to coordinate activities of individual departments.

Performs activities of workers supervised.

Maintains age specific safety precautions including:

Pediatric - All electrical outlets in pediatric patient care areas will have covers. No small or sharp objects or tools that may injure pediatric patients or visitors will be left out.

Elderly - Adequate lighting will be maintained for good visibility. Hallways and pathways will be free of debris, equipment, tools and liquid spills.

#### QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### AUTHORITY:

The incumbent is supervised by the Facility Engineer and Facility Manager. Supervises staff engineers in the Facilities Management.

#### EDUCATION:

High school diploma or general education degree (GED); or 2 to 3 years related experience and/or training; or equivalent combination of education and experience.

#### LICENSES REQUIRED:

Appropriate sized horsepower rating for steam generating equipment at facility.

#### LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of clients or employees of organization.

#### MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

#### REASONING ABILITY:

Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

#### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; walk; sit; climb or balance; stoop; kneel; crouch, or crawl; and taste or smell. The employee must occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

#### WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee frequently works near moving mechanical parts. The employee occasionally works in high, precarious places; in outside weather conditions; and with explosives and is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals, extreme cold, extreme heat, risk of electrical shock, risk of radiation, and vibration. The noise level in the work environment is usually

moderate.

Facility Engineer Performance Evaluation

NAME: \_\_\_\_\_ EMPLOYEE NUMBER: \_\_\_\_\_

DEPARTMENT: \_\_\_\_\_ Hire Date: \_\_\_\_\_

JOB TITLE: \_\_\_\_\_ SALARY REVIEW DATE: \_\_\_\_\_

SHIFT: \_\_\_\_\_ STATUS: \_\_\_\_\_ TYPE OF REVIEW: \_\_\_\_\_

ASSESSMENT KEY

- 0 = DOES NOT MEET STANDARD 10% OF THE TIME
- 1 = DOES NOT CONSISTENTLY MEET STANDARD
- 2 = MEETS STANDARD
- 3 = EXCEEDS STANDARD
- 4 = EXCEEDS STANDARD 90% OF THE TIME

DUTIES AND RESPONSIBILITIES

Supervises, coordinates and monitors power plant activities including but not limited to:  
 reviews daily activities of boiler and maintenance engineers;  
 monitors operation of boilers and steam equipment;  
 monitors operation of H.V.A.C. equipment;  
 monitors operation of vacuum system;  
 monitors operation of medical air and compressed air systems;  
 monitors operation of emergency generator's and related systems;  
 converts boilers to diesel operation if required;  
 monitors operation of electrical distribution system; and  
 monitors operation of domestic water pumps, heating equipment and delivery system.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Assists in the development of and maintains a preventative maintenance program for utilities management equipment including but not limited to the following:  
 keeps inventory of utilities equipment current;  
 assigns PM work orders to Facilities Management staff on a timely basis;  
 insures satisfactory completion of PM work orders;  
 keeps documentation of all PM activities current;  
 informs Facility Manager of problems revealed during PM process and recommends corrective action;  
 and recommends modification and replacements to Facility Manager as needed.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Assists in establishing and maintaining standards of operation, policies and procedures, departmental objectives and regulatory compliance including:  
maintaining current operational and repair manuals for all utilities equipment;  
performing regularly scheduled tests of fire alarm system and keeping documentation current;  
informing and assisting the Facility Manager in resolving problems with fire alarm system;  
assisting in development of departmental budget;  
keeping director informed of needed replacements and upgrades of equipment and systems;  
investigating incidents involving utilities equipment and making appropriate recommendations to Facility Manager;  
maintaining current charts and other information such as valve charts, electric distribution charts.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Assists and makes recommendations to the Facility Manager and the Facility Engineer in the selection of new personnel.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Trains new personnel in operation and maintenance of all utilities equipment.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Provides technical assistance to engineers by trouble-shooting and resolving problems associated with operation and repair of utilities systems.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Interprets Red Lake Service Unit and departmental policies and procedures to the Facilities Management personnel as they relate to the operation of the Facilities Management.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Performs and/or supervises periodic inspections of Red Lake Service Unit's mechanical rooms including but not limited to:  
observing various meters and gauges;  
monitoring logs for accuracy and appropriate entries;  
replacing, repairing and lubricating valves, gauges, traps, strainers, pumps and motors;  
maintaining equipment operation within proper range of temperature and pressure standards.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Assures maintenance of hospital and departmental policies and procedures, objectives, safety, quality assurance, infection control and compliance with codes and regulatory agencies by maintaining:  
current licensure;  
current fire safety card;  
completing yearly inservice module for fire, safety and infection control;  
using safe work habits, encourages and instructs personnl on safe work practices;  
attending meetings and participates in departmental inservices;  
maintaining reliable and acceptable attendance and tardiness record;  
and  
completing annual mandatory health screen.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Maintains stock levels of materials and parts within budgetary constraints.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Reports all relevant issues to the Facility Manager in a timely and accurate manner.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Maintains age specific safety precautions.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Job Description - Staff Engineer

### JOB DESCRIPTION:

To assist in the performance of duties necessary to keep the physical structure and associated equipment of hospital in good repair. Minor electrical work, mechanical repairs, and other duties relating to maintenance are the primary duties.

### ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

Performs all assigned tasks in a professional manner as to reflect the highest integrity of the Facilities Management.

Assists in maintaining and repairing H.V.A.C. controls and associated equipment to maximize efficiency levels in all environmentally controlled areas.

Performs urgent corrective, routine, and requisitioned repairs of electrical, mechanical and plumbing systems as required.

Performs preventative maintenance on equipment and systems as required.

As required, assists in maintaining electrical wiring and emergency generator systems. Inspects and tests equipment/systems.

Performs preventative maintenance duties to all physical structures of hospital and complies with all building safety codes. This is to include facility equipment and associated controls.

Assist in replacing, installing, repairing and testing electrical circuits, equipment, appliances and lighting systems as required.

Maintains routine records of all inspections, preventative maintenance and repairs performed on any equipment or system.

Performs manual duties as requested (i.e., moving supplies or furniture, replacing light bulbs, removing trash or scrap material).

Reads blueprints, interprets instructions, and prepares specifications.

Works day, evening, or night shift as assigned.

Ability to do work on his/her own without more than the normal supervision.

Ability to work well on his/her own, and to inspect facilities and equipment.

A working knowledge of fire alarm and signal systems.

A thorough knowledge of how to use and maintain plant tools and equipment.

Knowledge and observance of safety precautions.

Maintains age specific safety precautions including:

Pediatric - All electrical outlets in pediatric patient care areas will have covers. No small or sharp objects or tools that may injure pediatric patients or visitors will be left out.

Elderly - Adequate lighting will be maintained for good visibility. Hallways and pathways will be free of debris, equipment, tools and liquid spills.

#### ORGANIZATIONAL RELATIONSHIPS:

The incumbent is supervised by the Facility Engineer, Facility Engineer and the Facility Manager.

#### QUALIFICATIONS REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### EDUCATION/EXPERIENCE:

High school diploma or general education degree (GED); or three to six months related experience and/or training; or equivalent combination of education and experience.

#### LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of clients or employees of organization.

#### MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

#### REASONING ABILITY:

Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

#### PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; walk; sit; climb or balance; stoop;

kneel; crouch, or crawl; and taste or smell. The employee must occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee frequently works near moving mechanical parts. The employee occasionally works in high, precarious places; in outside weather conditions; and with explosives and is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals, extreme cold, extreme heat, risk of electrical shock, risk of radiation, and vibration. The noise level in the work environment is usually moderate.

Staff Engineer Performance Evaluation

NAME: \_\_\_\_\_ EMPLOYEE NUMBER: \_\_\_\_\_

DEPARTMENT: \_\_\_\_\_ Hire Date: \_\_\_\_\_

JOB TITLE: \_\_\_\_\_ SALARY REVIEW DATE: \_\_\_\_\_

SHIFT: \_\_\_\_\_ STATUS: \_\_\_\_\_ TYPE OF REVIEW: \_\_\_\_\_

ASSESSMENT KEY

- 0 = DOES NOT MEET STANDARD 10% OF THE TIME
- 1 = DOES NOT CONSISTENTLY MEET STANDARD
- 2 = MEETS STANDARD
- 3 = EXCEEDS STANDARD
- 4 = EXCEEDS STANDARD 90% OF THE TIME

DUTIES AND RESPONSIBILITIES

Performs a variety of routine standard servicing and repair operations to maintain Red Lake Service Unit's buildings, equipment, furnishings, fixtures and grounds in proper condition as directed. Responds to service calls promptly, efficiently and courteously.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Knowledgeable in the use of power tools and hand tools. Uses the proper tool for the job. Takes proper care of hospital owned tools.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Completes sufficient number of work orders properly with minimum supervision.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Consults with supervisor concerning assignments and keeps supervisor informed of activities, needs and problems. Cooperates with supervisors, other department heads and works well with other Facilities Management staff.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_

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Notifies and corrects problems to physical plant on his/her own, without a work order or without being told by supervisor.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_

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Completes assigned preventative maintenance work orders on utilities equipment components promptly and accurately such as replacing filters, lubricating motors and pumps, adjusting belts, cleaning contacts, etc.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_

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Reads gauges, meters, etc. Completes assigned inspections and keeps supervisors informed of problems or needed attention.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_

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Submits all required documentation to supervisor in a timely and accurate manner, including completing work orders.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_

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Assures maintenance of hospital and departmental policies and procedures, objectives, safety, quality assurance, infection control and compliance with codes and regulatory agencies by:  
maintaining professional growth and development;  
maintaining current fire safety card;  
completing yearly required inservice module for fire, safety and infection control;  
using safe work habits;  
attending meetings and participating in department inservices;  
maintaining reliable and acceptable attendance and tardiness record;  
completing mandatory annual health screen;  
maintaining adequate knowledge of all phases of Hospital engineer;  
and completing all other work duties as assigned by supervisor,

accurately and promptly.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Complies with Red Lake Service Unit and Facilities Management policies and procedures.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Maintains age specific safety precautions.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Job Description - Boiler Engineer

### JOB DESCRIPTION:

To assist in the performance of duties necessary to operate and maintain boilers and other auxiliary equipment necessary for producing steam for heat and power for Red Lake Service Unit.

### ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

Consult with and keep supervisor informed of activities, needs and problems.

Perform diversified duties as assigned. Operate and maintain boilers. Observe various meters and gauges and take appropriate action for safe operation. Start, stop, switch over boilers as appropriate. Clean and repair boilers, blow tubes and discharge sediment, regulate feed water and condensation pumps, lubricate pump equipment. Follow preventative maintenance schedule. Perform work such as repack valves as needed, change piping, clean and paint in boiler room as needed, lubricate boiler compressors, pump and related parts regularly. Clean inside of boiler walls as needed. Repair and/or replace broken or worn parts, e.g., valves, meters, levers, etc. Keep log on each boiler and cooling tower water samples. Assign proper chemical treatment to boiling and cooling waters. Report major repair needs and unsafe conditions to supervisor. Keep boiler room clean and orderly.

Perform periodic inspection of mechanical rooms throughout Red Lake Service Unit to insure proper operation of heat, air conditioning and ventilation and medical support equipment (e.g., vacuum pumps, air compressors).

Check pressure and temperature gauges periodically.

Assist in maintaining and repairing HVAC controls and associated equipment to maximize efficiency levels in all environmentally controlled areas.

Perform urgent corrective, routine, and requisitioned repairs of electrical, mechanical and plumbing systems as required.

Work day, evening or night shift as assigned.

Maintain established Hospital and Department policies and procedures, objectives, quality assurance, safety, environmental and infection control, and comply with codes and requirements of accreditation and regulatory agencies.

Maintain records, reports, logs, statistics, files as required.

Requisition supplies and equipment.

Attend inservices and meetings as required.

Maintain professional growth and development through inservices, seminars and workshops.

Perform other duties as directed.

Maintains age specific safety precautions including:

Pediatric - All electrical outlets in pediatric patient care areas will have covers. No small or sharp objects or tools that may injure pediatric patients or visitors will be left out.

Elderly - Adequate lighting will be maintained for good visibility. Hallways and pathways will be free of debris, equipment, tools and liquid spills.

#### ORGANIZATIONAL RELATIONSHIPS:

The incumbent is supervised by the Facility Engineer, Facility Engineer and Facility Manager.

#### QUALIFICATIONS/REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### EDUCATION/EXPERIENCE:

High school diploma or general education degree (GED); training in boiler room operating techniques and related activities. Knowledge of boiler operation, cleaning and maintenance, safety procedures; incinerator operation, cleaning and maintenance; heat, ventilation, air conditioning operation. Fireperson license. Sufficient previous experience as fireperson in a hospital boiler room or similar setting.

#### LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to read and interpret gauges. Ability to write routine reports and correspondence. Ability to speak effectively before groups of clients or employees of organization.

#### MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole number, common fractions and decimals. Ability to compute rate, ratio and percent and to draw and interpret bar graphs.

#### REASONING ABILITY:

Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

#### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential

functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; and talk or hear. The employee is frequently required to stand; walk and occasionally sit; climb or balance; bend; stoop; kneel; crouch or crawl; and taste or smell. The employee must occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

#### WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee frequently works near moving mechanical parts and equipment; steam and extreme heat. The employee occasionally works in high, precarious places; and is exposed to fumes or airborne particles, toxic or caustic chemicals, extreme cold, risk of electrical shock, risk of radiation and vibration. The noise level in the work environment is usually moderate to loud.

Boiler Engineer Performance Evaluation

NAME: \_\_\_\_\_ EMPLOYEE NUMBER: \_\_\_\_\_

DEPARTMENT: \_\_\_\_\_ Hire Date: \_\_\_\_\_

JOB TITLE: \_\_\_\_\_ SALARY REVIEW DATE: \_\_\_\_\_

SHIFT: \_\_\_\_\_ STATUS: \_\_\_\_\_ TYPE OF REVIEW: \_\_\_\_\_

ASSESSMENT KEY

- 0 = DOES NOT MEET STANDARD 10% OF THE TIME
- 1 = DOES NOT CONSISTENTLY MEET STANDARD
- 2 = MEETS STANDARD
- 3 = EXCEEDS STANDARD
- 4 = EXCEEDS STANDARD 90% OF THE TIME

DUTIES AND RESPONSIBILITIES

Operates and maintains boilers:  
 Makes necessary adjustments to maintain desired operating pressure.  
 Observes on regular basis meters and gauges and takes appropriate action for safe operation.  
 Tests boiler safety valve for proper operation.  
 Starts, stops and switches over boilers as appropriate or as directed by supervisor.  
 Takes TDS readings at least once per shift. Tests water softener.  
 Adds salt as required.  
 Blows boiler down as indicated by TDS readings.  
 Repairs or replaces valves, sight glass, limits controls as needed.  
 Diagnoses and corrects minor operational problems.  
 Regulates, repairs or replaces feed water and condensate pumps and steam traps.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Operates and maintains Red Lake Service Unit's utility systems by completing the following:  
 Starts, stops, regulates and adjusts chiller operation.  
 Diagnoses and corrects operational problems such as low oil, low freon, etc.  
 Reports suspected problems of all utilities equipment to supervisor.  
 Starts, stops, operates, diagnoses and repairs minor operational problems to compressed air system and medical air system.  
 Inspects and replaces as required H.V.A.C. filters.  
 Starts, stops, operates, diagnoses and repairs minor operational problems to vacuum system.  
 Operates emergency generators. Performs manual transfer if required.  
 Operates, adjusts and maintains building heating as required.  
 Repairs or replaces thermostats and control valves throughout the Hospital.  
 Operates, adjusts and maintains water delivery system including heat exchanger booster pumps, control valves, etc.

Knows Hospital electrical distribution system to isolate and repair minor electrical problems.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Performs periodic inspections of mechanical rooms throughout Red Lake Service Unit to ensure proper operation of utilities systems. Maintains accurate daily rounds, readings and checks of all temperature and pressure gauges. Maintains accurate and complete engineering log on each shift. Informs supervisor of unusual or unsafe conditions. Makes minor repairs and adjustments as indicated. Keeps accurate and complete logs for H.V.A.C. system, filter replacements, emergency generator operation and fuel quality. Checks and reports on all alarm systems. Checks and reports on medical gas delivery systems.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Familiar with the operation, resetting, or replacement of equipment in the hospital fire alarm system. Conducts fire alarm system tests as required by supervisor.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Completes work order assignments on hospital equipment systems.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Completes preventative maintenance work order assignments on utilities equipment such as lubricating and adjusting belt tension, cleaning contacts, etc.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Work is done correctly with minimum supervision and is knowledgeable in the use of power tools and hand tools. Uses the proper tools for the job. Takes care of hospital owned tools properly.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Returns completed work orders promptly and properly documented. Completes sufficient quantity of work orders in a timely and correct manner.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Maintains positive relationships with hospital and departmental personnel.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Assures maintenance of hospital and departmental policies and procedures, objectives, safety, quality assurance, infection control and compliance with codes and regulatory agencies by:  
maintaining current boiler license;  
maintaining current fire safety license;  
completing yearly required inservice module for fire, safety and infection control;  
using safe work practices;  
attending meetings and participates in department inservices;  
maintaining reliable and acceptable attendance and tardiness record;  
and completing mandatory annual health screen.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Maintains age specific safety precautions.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Job Description - Chief Biomedical Engineer

### JOB DESCRIPTION:

Participates and directs, under supervision, the electrical safety, preventative maintenance and equipment repair programs for the biomedical equipment.

### ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

Provides direction to assigned personnel.

Schedules and performs preventative maintenance according to established procedures including: inspecting, calibrating, adjusting, lubricating, repairing or replacing components. Responsible for repairing or servicing more complex equipment. Responds to all calls for emergency repairs. Maintains records of all maintenance and repairs.

Diagnoses system malfunctions on mechanical and electronic equipment. Repairs or replaces defective parts, test and reinstalls repaired equipment.

Maintains code requirements by performing and documenting scheduled inspections and electrical safety tests.

Tests all new and repaired equipment before equipment is put into service. Documents all equipment repairs and tests.

Trains personnel in the operation and repair of equipment.

Maintains records to ensure compliance with state, federal and Joint Commission regulations.

Orders supplies according to established procedures.

Assists in evaluating new equipment for purchase.

Maintains age specific safety precautions including:

Pediatric - All electrical outlets in pediatric patient care areas will have covers. No small or sharp objects or tools that may injure pediatric patients or visitors will be left out.

Elderly - Adequate lighting will be maintained for good visibility. Hallways and pathways will be free of debris, equipment, tools and liquid spills.

### ORGANIZATIONAL RELATIONSHIPS:

The incumbent is supervised by the Facility Manager. Supervises biomedical technicians.

### QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals

with disabilities to perform essential functions.

EDUCATION/EXPERIENCE:

Associate's degree (A.A.) or equivalent from two year college or technical school; or two to three years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS:

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell.

The employee must occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee frequently works near moving mechanical parts and is frequently exposed to risk of electrical shock. The employee occasionally works in high, precarious places; in outside weather conditions; and with explosives and is

occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals, extreme cold, extreme heat, risk of radiation, and vibration.

The noise level in the work environment is usually moderate.

Chief Biomedical Engineer Performance Evaluation

NAME: \_\_\_\_\_ EMPLOYEE NUMBER: \_\_\_\_\_

DEPARTMENT: \_\_\_\_\_ Hire Date: \_\_\_\_\_

JOB TITLE: \_\_\_\_\_ SALARY REVIEW DATE: \_\_\_\_\_

SHIFT: \_\_\_\_\_ STATUS: \_\_\_\_\_ TYPE OF REVIEW: \_\_\_\_\_

ASSESSMENT KEY

- 0 = DOES NOT MEET STANDARD 10% OF THE TIME
- 1 = DOES NOT CONSISTENTLY MEET STANDARD
- 2 = MEETS STANDARD
- 3 = EXCEEDS STANDARD
- 4 = EXCEEDS STANDARD 90% OF THE TIME

DUTIES AND RESPONSIBILITIES

Schedules and performs preventative maintenance according to established procedures including, but not limited to: inspecting, calibrating, adjusting, lubricating, repairing or replacing components. Responsible for repairing or servicing more complex equipment. Responds promptly to all calls for emergency repairs. Maintains records of all maintenance and repairs.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Provides direction to assigned personnel.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Diagnoses system malfunctions on mechanical and electronic equipment. Repairs or replaces defective parts, tests and reinstalls repaired equipment.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Maintains code requirements by performing and documenting scheduled inspections and electrical safety tests.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Tests all new and repaired equipment before equipment is put into service. Documents all equipment repairs and tests.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Trains personnel in the operation and repair of equipment.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Monitors the inventory of biomedical equipment, parts and standby equipment to insure a minimum disruption to patient care.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Assists in evaluating new equipment for purchase.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Monitors work performed by outside contractors to insure requirements are met and results are documented properly.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Responsible for keeping current on new developements in biomedical equipment and systems.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_

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Serves on assigned committees.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Reports all relevant issues to the Facility Manager in a timely and accurate manner.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Maintains positive relationships with hospital and departmental personnel.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Reviews policies and procedures to assure they are current and reflect actual practices.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Supports and carries out Red Lake Service Unit policies.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Maintains records to ensure compliance with JCAHO, federal, state and local regulations and standards.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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Maintains age specific safety precautions.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_

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## Job Description - Biomedical Equipment Technician

### JOB DESCRIPTION:

Provides and documents, under supervision, preventative and corrective maintenance on biomedical equipment.

### ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

Performs biomedical equipment repairs and tests on all new and repaired equipment prior to being put into service. All repairs and tests shall be documented.

Performs scheduled inspections, maintenance and electrical safety tests of biomedical equipment to maintain code compliance. Responsible for documenting the results of all inspections, maintenance and tests.

Monitors the inventory of biomedical equipment, parts and stand-by equipment to ensure minimum disruption of patient care.

Assists in training of all hospital staff in the safe use of biomedical equipment.

Monitors work performed by outside contractors to ensure requirements are met and results are documented properly.

Provides technical support on new and replaced biomedical equipment.

Responsible for keeping current on new developments in biomedical equipment and systems.

Maintains age specific safety precautions including:

Pediatric - All electrical outlets in pediatric patient care areas will have covers. No small or sharp objects or tools that may injure pediatric patients or visitors will be left out.

Elderly - Adequate lighting will be maintained for good visibility. Hallways and pathways will be free of debris, equipment, tools and liquid spills.

### ORGANIZATIONAL RELATIONSHIPS:

The incumbent is supervised by the Chief Biomedical Technician and the Facility Manager.

### QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

### EDUCATION/EXPERIENCE:

Associate's degree (A.A.) or equivalent from two year college or technical school; or one year related experience and/or training; or

equivalent combination of education and experience.

#### LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

#### MATHEMATICAL SKILLS:

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

#### REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

#### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell.

The employee must occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

#### WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee frequently works near moving mechanical parts and is frequently exposed to risk of electrical shock. The employee occasionally works in high, precarious places; in outside weather conditions; and with explosives and is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals, extreme cold, extreme heat, risk of radiation, and vibration. The noise level in the work environment is usually moderate.

Biomedical Equipment Technician Performance Evaluation

NAME: \_\_\_\_\_ EMPLOYEE NUMBER: \_\_\_\_\_

DEPARTMENT: \_\_\_\_\_ Hire Date: \_\_\_\_\_

JOB TITLE: \_\_\_\_\_ SALARY REVIEW DATE: \_\_\_\_\_

SHIFT: \_\_\_\_\_ STATUS: \_\_\_\_\_ TYPE OF REVIEW: \_\_\_\_\_

ASSESSMENT KEY

- 0 = DOES NOT MEET STANDARD 10% OF THE TIME
- 1 = DOES NOT CONSISTENTLY MEET STANDARD
- 2 = MEETS STANDARD
- 3 = EXCEEDS STANDARD
- 4 = EXCEEDS STANDARD 90% OF THE TIME

DUTIES AND RESPONSIBILITIES

Performs biomedical equipment repairs and tests on all new and repaired equipment prior to being put into service. All repairs and tests are documented.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Performs scheduled inspections, maintenance and electrical safety tests of biomedical equipment to maintain code compliance. Responsible for documenting the results of all inspections, maintenance and tests.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Orders supplies according to established procedures.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Assists in training of all hospital personnel in the safe use of biomedical equipment.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

---

Provides technical support on new and replaced biomedical equipment.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Responsible for keeping current on new developments in biomedical equipment and systems.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Maintains positive relationships with hospital and departmental personnel.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Reports relevant issues to the Chief Biomedical Technician in a timely and accurate manner.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Supports and carries out Red Lake Service Unit policies.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Maintains age specific safety precautions.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Job Description - Carpenter

Supervised by: Facility Manager / Facility Engineer

### JOB DESCRIPTION:

Constructs, repairs and maintains wooden structures such as furniture, equipment, partitions, and other parts of the hospital buildings, using hand tools and power tools according to written and oral instructions.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

Calculates quantity of materials needed and requisitions lumber, hardware and other supplies. Selects stock, tools and supplies such as nails, screws and glue to repair wooden structures. Removes and replaces broken or busted hardware. Repairs partitions, doors, windows and floors, furniture, and building framework, using power tools such as planer, sander, saws and drills or hand tools such as planes, chisels, rasps and saws.

Reads blueprints or specifications to determine procedure of constructing cabinets, furniture, partitions, and other wooden articles. Measures and marks in prescribed dimensions on wooden stock using rules, tape measures, calipers, compass, and marking pencil to guide cutting operations. Assembles wooden pieces using glue, nails, and screws in building such items as shipping crates, stands, display racks, and instruments and equipment cases.

Maintains age specific safety precautions including:

Pediatric - All electrical outlets in pediatric patient care areas will have covers. No small or sharp objects or tools that may injure pediatric patients or visitors will be left out.

Elderly - Adequate lighting will be maintained for good visibility. Hallways and pathways will be free of debris, equipment, tools and liquid spills.

### QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### EDUCATION AND EXPERIENCE:

Associate's degree (A.A.) or equivalent from two-year college or technical school, with courses in blueprint reading, mechanical drawing, mathematics, carpentry, and woodworking or one to two years experience and/or training; or equivalent combination of education and experience.

### LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules,

operating and maintenance instructions, procedure manuals, and blue prints. Ability to write routine reports and correspondence. Ability to speak effectively before groups of employee of the organization.  
MATHEMATICAL SKILLS:

Ability to calculate figures and amounts such as discounts, interest commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of algebra and geometry.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, schedule form or blue prints.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of a carpenter. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of a carpenter, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls. The employee frequently is required to stand; reach with hands and arms; stoop, kneel, crouch, or crawl; and talk or hear. The employee is occasionally required to walk, sit, climb or balance, and taste or smell.

The employee must occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works near moving mechanical parts. The employee is frequently exposed to fumes or airborne particles, toxic or caustic chemicals, and risk of electrical shock. The employee occasionally works in high, precarious places and in outside weather conditions and is occasionally exposed to vibration.

The noise level in the work environment is usually loud.

Carpenter Performance Evaluation

NAME: \_\_\_\_\_ EMPLOYEE NUMBER: \_\_\_\_\_

DEPARTMENT: \_\_\_\_\_ Hire Date: \_\_\_\_\_

JOB TITLE: \_\_\_\_\_ SALARY REVIEW DATE: \_\_\_\_\_

SHIFT: \_\_\_\_\_ STATUS: \_\_\_\_\_ TYPE OF REVIEW: \_\_\_\_\_

ASSESSMENT KEY

- 0 = DOES NOT MEET STANDARD 10% OF THE TIME
- 1 = DOES NOT CONSISTENTLY MEET STANDARD
- 2 = MEETS STANDARD
- 3 = EXCEEDS STANDARD
- 4 = EXCEEDS STANDARD 90% OF THE TIME

DUTIES AND RESPONSIBILITIES

Performs a variety of general maintenance, repair, overhaul and construction duties including:  
 calculating types and quantity of materials needed for construction or repair work;  
 requisitioning supplies, lumber, hardwood, etc.;  
 keeping adequate supplies on hand ie. nails, screws glue etc.;  
 repairing window screens and keeping screens properly attached to all Hospital windows;  
 repairing or replacing doors or door hardware;  
 installing automatic door closers; repairing furniture as needed;  
 constructing and installing shelving, bookcases, cabinets, etc.;  
 knowing how to use proper tools for the job and properly operate power equipment such as saws, drills, etc.;  
 accurately measures and cuts material such as wood, sheet metal, formica, for various jobs;  
 and can read and follow drawings and blueprints in minor construction projects.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Performs additional work assignments. Assists other Facilities Management staff as requested.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Reviews work orders and ensures supplies and equipment are available for timely completion.  
 Organizes work priorities.  
 Completes a sufficient quantity of work completely and accurately.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Installs and maintains corner guards, hand rails, cover base;  
installs ceiling tiles as needed;  
inspects and repairs fire doors, hardware, gutters, and roof areas;  
builds forms, mixes concrete, assists in concrete work and masonry  
work;  
notifies and reports, on his/her own, needed repairs or problems  
throughout the building;  
and repairs cracks in plaster and paints areas using proper painting  
procedures.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Assures maintenance of hospital and departmental policies and  
procedure, objectives, safety, quality assurance, infection control  
and compliance with codes and regulatory agencies by:  
maintaining professional growth and development;  
maintaining current fire safety card;  
completing yearly required inservice module for fire, safety and  
infection control;  
using safe work habits;  
attending meetings and participating in department inservices;  
maintaining reliable and acceptable attendance and tardiness record;  
completing mandatory annual health screen;  
and keeping work area clean, organized and hazard free.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Maintains age specific safety precautions.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Job Description - Painter

Supervised by: Facilities Management / Facility Engineer

### JOB DESCRIPTION:

Applies coats of paint, varnish, stains, enamels, or lacquer to decorate and protect interior and exterior surfaces, trimmings, and fixtures of the hospital, using paintbrushes, rollers, scrapers and blowtorches.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

Smooth surfaces, using sandpaper, wire brushes, or steel wool, and removes old paint from surfaces, using paint remover, scraper, wire brushes, blowtorch, to prepare surfaces for painting. Fills nail holes, cracks, and joints with putty plaster or other filler. Selects premixed paints or prepares paint to match specified colors by blending and mixing required proportions of pigment, oil and thinning and drying substances. Paints surfaces, using brushes, spray gun, or paint roller. Simulates wood grain, marble, brick, or tile effects. Always covers floors and furniture with cloth or canvas to protect them from spattered paint.

May perform any or all of the following: Cut stencils and stencil surfaces with lettering or decorations: paint signs on such surfaces as cloth, bulletin boards, etc.

Maintains age specific safety precautions including:

Pediatric - All electrical outlets in pediatric patient care areas will have covers. No small or sharp objects or tools that may injure pediatric patients or visitors will be left out.

Elderly - Adequate lighting will be maintained for good visibility. Hallways and pathways will be free of debris, equipment, tools and liquid spills.

### QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### EDUCATION AND EXPERIENCE:

High school diploma or general education degree (GED); Trade or vocational school graduate or one year's experience as a painter or 1 or 3 years as a painter's helper is considered desirable.

### LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of employees of organization.

### MATHEMATICAL SKILLS:

Ability to calculate figures and amounts such as discount, interest, commissions, proportions, percentages, area circumference, and volume.  
Ability to apply concepts of basic algebra and geometry.

#### REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

#### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee frequently is required to climb or balance. The employee is occasionally required to walk, sit, stoop, kneel, crouch, or crawl; talk or hear; and taste or smell.

The employee must occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

#### WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be to enable individuals with disabilities to perform the essential job functions.

While performing the duties of this job, the employee is regularly exposed to fumes or airborne particles and toxic or caustic chemicals. The employee frequently works in high, precarious places and in outside weather conditions.

The noise level in the work environment is usually moderate.

Painter Performance Evaluation

NAME: \_\_\_\_\_ EMPLOYEE NUMBER: \_\_\_\_\_

DEPARTMENT: \_\_\_\_\_ Hire Date: \_\_\_\_\_

JOB TITLE: \_\_\_\_\_ SALARY REVIEW DATE: \_\_\_\_\_

SHIFT: \_\_\_\_\_ STATUS: \_\_\_\_\_ TYPE OF REVIEW: \_\_\_\_\_

ASSESSMENT KEY

- 0 = DOES NOT MEET STANDARD 10% OF THE TIME
- 1 = DOES NOT CONSISTENTLY MEET STANDARD
- 2 = MEETS STANDARD
- 3 = EXCEEDS STANDARD
- 4 = EXCEEDS STANDARD 90% OF THE TIME

DUTIES AND RESPONSIBILITIES

Coordinates, schedules and performs activities such as painting, varnishing, staining, to decorate and protect interior and exterior surfaces of the Hospital.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Properly prepares surfaces for painting using materials such as steel wool, sandpaper, wire brushes, paint remover etc. Uses primer where appropriate, prewashes walls if required. Uses plaster, putty and other fillers to fill cracks and holes prior to painting.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Knows what type of paint to use for each job: semigloss, flat, exterior, work machinery etc. Covers furniture, floors and equipment with drop clothes to protect from paint splatters. Utilizes ladders or scaffolding safely as required. Uses spray guns, rollers, and brushes to paint surfaces smoothly with adequate coverage. Cleans painting equipment and tools and stores them properly. Cleans area properly when painting is completed.

ASSESSMENT:      0      1      2      3      4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Receives assignment, reviews work orders priority and assists with

general maintenance work as directed. Completes work assignments thoroughly and produces a sufficient quantity of completed work orders. Performs all other work duties as assigned by supervisor.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Informs supervisor of paint supplies needed to keep jobs going without interruption.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Notifies and informs supervisor of areas of physical plant requiring painting or touch up work.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Works well with other Hospital staff.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Assures maintenance of hospital and departmental policies and procedures, objectives, safety, quality assurance, infection control and compliance with codes and regulatory agencies by the following: maintaining professional growth and development; maintaining a current fire safety card; completing yearly required inservice module for fire, safety and infection control; using safe work habits; attending meetings and participating in department inservices; maintaining reliable and acceptable attendance and tardiness record; and completing mandatory annual health screen.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Maintains age specific safety precautions.

ASSESSMENT:        0        1        2        3        4

SUPPORTING COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Medical Clearance

Red Lake Service Unit as a healthcare facility must ensure that its employees are well and practice safe work habits while performing their duties.

Personnel who are ill or injured on the job are required to present a physician's certificate of illness to the Personnel Department (Nursing Office on weekends and holidays only) for clearance before that employee will be placed on the schedule and may return to work.

The physician's certification of illness must state the following:

Illness or diagnosis for medical treatment.

The date illness started.

The dates of disability (from and to)

The date the employee may return to work to perform his or her usual and customary duties without endangering the health and safety of self, co-workers and patients.

Personnel who are being treated for back strain and lifting injuries must complete a class in body mechanics before being authorized to return to work.

Classes are scheduled in the \_\_\_\_\_ by appointment only. The injured employee must schedule such a class and should bring both the body mechanic's clearance and the physician's certification of illness to Personnel before being released to return to work.

PHYSICIAN'S CERTIFICATION OF ILLNESS  
SAMPLE

This is to certify that \_\_\_\_\_  
Patient's Name

has been under my care since \_\_\_\_\_  
Date

for \_\_\_\_\_  
Diagnosis/Illness

and was disabled from \_\_\_\_\_ to \_\_\_\_\_.  
Date Date

He/She is able to return to work on \_\_\_\_\_  
Date

to perform his/her usual and customary duties without endangering the  
health and safety of self, co-workers and patients.

\_\_\_\_\_ Industrial

\_\_\_\_\_ Non-Industrial

\_\_\_\_\_  
Physician's Signature

\_\_\_\_\_  
Date

## Pre-Placement Physical and Annual Health Screening

### POLICY STATEMENT:

Red Lake Service Unit requires that a pre-placement physical examination must be performed on all applicants who are selected for employment. Furthermore, the organization requires an annual health screening of all personnel.

### PRACTICE:

#### Pre-Placement Physical:

The pre-placement physical examination shall be performed to determine an applicant's current ability to do a specific job. Persons with contagious diseases or with physical conditions which prevent them from performing essential functions of the job may be excluded from employment.

Red Lake Service Unit will give individualized consideration to the capabilities of handicapped persons to perform particular jobs in order to ascertain whether reasonable accommodations can be made which will enable an otherwise qualified handicapped person to obtain a position and to perform the functions of that job.

If a physician determines that an applicant or new hire is unable to perform the functions of a job, then the physician will review with the Personnel Department the job related medically disqualifying conditions for which the applicant must be rejected. It is the responsibility of the Personnel Department to notify the applicant or new hire of the rejection and the reason therefor.

Pre-placement physicals should be completed prior to applicant's start date.

The pre-placement physical examination shall consist of at least physical examination and tests to include a urinalysis, CBC, VDRL, Rubella H-1 Titre and PPD (followed by chest x-ray, if results are positive). In addition, Hepatitis B Surface Antigen testing will be required as part of the basic physical for those personnel hired as staff for direct and indirect patient care. Additional tests or procedures may be ordered as part of the Health Evaluation process or as determined by the physician.

Records of pre-placement physical examinations and all subsequent health services provided to personnel shall be kept as confidential medical records.

#### Annual Health Screening:

In accordance with state and federal regulations, an employee having direct or indirect patient contact shall be required to have a skin test for tuberculosis on an annual basis. Positive reaction to the PPD shall be followed by a chest X-ray, except where medically contraindicated.

Red Lake Service Unit is required by the above designated section of state and federal regulations to ensure that all personnel are free

from symptoms indicating the presence of infectious disease and able to perform their assigned duties. An employee who does not meet this standard may be put off work until such time as the standard is met.

An employee who undergoes the required annual health screening during working hours will not lose pay for taking the examination. An employee who is off duty when the screening is performed will receive no additional pay for having taken the examination.

## Annual Health Screening

### RESPONSIBILITY:

Administrators/Department Director; Supervisors; Director of Personnel.

### POLICY STATEMENT:

In accordance with state and federal law, it is the policy of Red Lake Service Unit that employees will receive certification that they are free from communicable disease.

Each employee will receive an annual P.P.D. skin test and if skin test is positive, the employee will receive a chest x-ray. Those employees with a previous history of positive PPD's will receive an annual chest x-ray.

The health screening will be completed annually. Failure to comply with this policy will result in the employee's suspension from work until the screening is completed.

### PROCEDURE:

Completing the Annual Health Screening:

The Personnel Department will notify each department director, or designee monthly of personnel who are to complete health screening.

The forms will be sent to each department director approximately one (1) month prior to the required screening.

The appropriate forms will be sent to each department director, who will in turn give the form to the employee and inform the employee that the Annual Health Screening is to be taken. The department director or designee should arrange a time for the employee to take the test.

If the test has not been completed within two (2) weeks after the employee receives the form, the department director will be notified to discuss the completion of the test with the employee.

Should the employee fail to complete the Annual Health Screening the employee would be suspended until the screening is completed.

## On the Job (Worker's Compensation) Injured Employee Processing

### PURPOSE:

To establish the policies, define responsibilities and establish a procedure for the processing of facility personnel and volunteers who incur a work related injury or illness.

### GENERAL:

Worker's Compensation is a benefit which is required under state and federal regulations. This benefit is designed to provide prompt benefits to personnel injured on the job or incurring a job related illness. Under Worker's Compensation, an industrially injured employee may receive temporary disability, permanent disability, medical care, rehabilitation and death benefits.

All facility personnel, including part-time, on-call, temporary (non-agency) and casual construction workers, have protection under the Worker's Compensation Law.

Red Lake Service Unit has the right to subrogate against an employee's personal injury settlement.

Subrogation - When an individual's industrial injury/illness is caused by a party (a third party) other than the employer and the injured individual successfully sues that third party, the employer has the right to intervene or file a lien to recover the cost of worker's compensation benefits which have been provided to the injured party.

The facility contracts with a private, outside company (herein referred to as the "Carrier") who performs the administrative services to its Employee Workers' Compensation Program.

An "Industrial Injury" is defined as a work related injury/illness.

An injury is considered serious if the employee is non-ambulatory or requires assistance in getting to the designated treatment area.

In this policy and procedure, the term "supervisor" shall be interchangeable with the position of director and shall be synonymous with positions responsible for the direction of facility employees and volunteers.

### POLICY:

An employee is not permitted to receive both Worker's Compensation temporary disability benefits and State Disability Income (SDI) simultaneously for an industrial injury/illness.

Red Lake Service Unit has specified the \_\_\_\_\_ for providing medical treatment to employees who have sustained an industrial injury. In this policy and procedure, this area will be referred to as "designated treatment area."

The location of the "designated treatment area" will be posted on permanent bulletin boards in each area as shown below:

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An employee who has sustained a serious industrial injury must be accompanied by a supervisor or a designated employee to the designated treatment area.

The "Supervisor's Report of Employee Injury" form must be completed and distributed to the appropriate departments/individuals within 24 hours from the time the employee sustained the industrial injury or from the time the supervisor was notified.

All eligible personnel may request from the Personnel Department a form which the employee may predesignate any physician from whom treatment is to be received for a work related illness or injury.

Workers' Compensation benefits have been extended to hospital volunteers, with the exception that volunteers do not receive sick leave benefits/payments nor do they qualify for leave of absence status.

#### RESPONSIBILITIES:

Personnel are responsible for:

Filling out Physician Designation Form

Notifying their supervisor immediately of an industrial injury, if they are physically able to do so.

Notifying their supervisor when additional time-off has been approved by the authorized treating physician and providing the supervisor with a copy of the physician approved certification.

Obtaining a return to work authorization form from the authorized treating physician prior to returning to work after an extended absence.

Contacting Personnel Department for approval if they wish to be treated by a non- "Carrier" facility physician within the first 30 days of the injury/illness.

The injured employee's supervisor is responsible for:

Preparing a "Report of Injury" form when an employee is referred for medical treatment.

Notifying Personnel Department by phone immediately when an employee, referred for medical treatment, is given four or more days of time-off by the treating physician.

Initiating and completing a "Supervisor's Report of Employee Injury" form and any required State Employer's Report of Industrial Injury form for each injured employee even though the employee may not have been referred for treatment. Distribute copies of the form to the appropriate departments/individuals within 24 hours from the time the supervisor was notified.

Informing the Personnel Department when an employee is scheduled to

return to work or when additional time-off has been authorized by the treating physician and when the employee returns to work.

Making certain that the employee provides a medical release to return to work from the treating physician after an authorized absence and forwarding it to the Personnel Department.

Notifying the Personnel Department of any work restrictions which are indicated by the treating physician on the return to work form.

Designating an employee to complete the required forms in the supervisor's absence.

The Admitting/Business/Insurance Department and Medical Treatment Areas are responsible for:

Initiating and completing the appropriate "Processing/Billing Record" and "Accidental Injury and Industrial Report" and distributing these forms to the appropriate individuals/departments.

Directing the employee to return "Medical Indemnification" form, and "Physician's Certificate of Illness" form to his/her supervisor or notifying injured employee's supervisor of employee's condition within 24 hours. Ensuring that the forms are received by the supervisor within 24 hours when the employee is unable to return to work.

The Insurance Department is responsible for:

Preparing the employee industrial cost statement.

Preparing the required medical reports.

Obtaining the treating physician's signature.

Forwarding the reports, bills and appropriate department to "Carrier."

The Personnel Department is responsible for:

Distributing the required employer's injury reports on behalf of the hospital.

Maintaining records of employee's industrial injuries/illnesses.

Initiating an "Industrial Leave of Absence Request" as required.

Coordinating Workers' Compensation matters among the administration, "Carrier," the supervisor and the employee.

Obtaining copies of the "Supervisor's Report of Injury," "Employer's Report of Occupational Injury or Illness," "Report of Injury," "Medical Identification Form" and "Medical Release Form."

Notifying the State, Division of Occupational Safety and Health District Office, and the "Carrier" immediately when an employee is hospitalized for reasons other than observation.

Coordinating communications with injured employees and their supervisors to ensure timely notification of an employee's injury and to notify injured employee of workers' compensation eligibility.

Establishing and coordinating Workers' Compensation policies and procedures.

Informing administration of all safety and workers' compensation regulations that affect the facility.

Acting as a liaison among regulatory agencies, the "Carrier" legal council, rehabilitation providers and hospital in workers' compensation matters.

Providing assistance and coordination in carrying out Red Lake Service Unit's Workers' Compensation Program.

The Chief Financial Officer is responsible for:

Reviewing all claims.

Determining if the claim should be reported or is informational only. (How Workers' Compensation Administrator reports all claims to the state).

Forwarding all claims to Personnel Department within 24 hours.

The Employee Health Nurse is responsible for:

Keeping a log of all claims.

Follow-up on medical care of the injured employee.

Notification of the Infection Control Nurse if communicable diseases is in question (follow-up).

PROCEDURE:

INJURY DOES NOT REQUIRE MEDICAL TREATMENT OR EMPLOYEE DECLINES MEDICAL TREATMENT REFERRAL.

RESPONSIBILITY

ACTION

EMPLOYEE

Inform supervisor immediately of an industrial injury.

SUPERVISOR

Ascertains facts regarding history, nature and seriousness of injury.

Completes the Employer's Report of Occupational Injury or Illness and Supervisor's Investigation Report.

Note: Indicate the reason the employee was not referred for medical treatment.

Ensures that all applicable information on the forms has been entered.

Obtains employee's signature.

Retains copy for their file.

Sends the original form to the Chief Financial Officer.

CHIEF FINANCIAL  
OFFICER

Reviews forms and sends original forms to Personnel.

PERSONNEL

Processes and distributes "Supervisors Investigation Form" and "Employees Report of Occupational Injury or Illness" in accordance with established procedures.

## Orientation

### POLICY:

Red Lake Service Unit requires that each employee in the Facilities Management receive orientation within \_\_\_\_\_ from the starting date on hospital functions, procedures and safety. Orientation on all Facilities Management policies, tests, inspections and specific training on utilities equipment and orientation to the specific department employee will be working in will be completed prior to \_\_\_\_\_. The Facility Manager or Facility Engineer will monitor program and complete appropriate documentation. All orientation activities will be documented and made part of the employee's file.

### PROCEDURE:

The Facility Manager will review the information in the new employee department orientation with the new employee. Employee will sign orientation checklist when employee indicates he/she understands all the information presented. Checklist will be filed in employee's department personnel file. See attached sample checklists.

The new employee's direct supervisor will review the information in the new employee work area orientation with employee. Employee will sign orientation checklist when employee indicates he/she understands all the information presented. Checklist will be filed in employee's department personnel file. See attached sample checklists.

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## Performance Improvement Plan

### PURPOSE:

In keeping with the Red Lake Service Unit's mission, Facilities Management in a systematic, collaborative and continuous approach will endeavor to deliver optimal service in an environment of minimal risk.

### OBJECTIVES:

There is a planned, continuous ongoing systematic process to monitor and evaluate the quality of the services provided in the Department.

When problems are identified, action is taken and the effectiveness of that action is evaluated.

When opportunities to improve services are identified, action is taken and the effectiveness of the action is evaluated.

### GOALS:

Provide a safe, functional and effective environment for patients, employees and other individuals in the organization.

Educate staff about their role in the IOP Program.

Develop performance standards for the following:

staff safety, management, knowledge and skill;  
the level of participation in safety activities;  
emergency and incident reporting procedures that specify when and where reports are communicated; and  
inspection, preventative maintenance and testing of safety equipment.

Develop safety training programs for users and maintainers of equipment and utilities.

Institute educational and self improvement programs to enhance performance, morale and loyalty.

Emphasize the "dimensions of performance" including:

efficacy  
appropriateness  
availability  
timeliness  
effectiveness  
continuity  
safety  
efficiency  
respect and caring

Focus on those functions and aspects of patient care that are essential to quality patient care and a safe care environment. Encourage everyone in Red Lake Service Unit to participate in the processes and activities that make the environment of care safe and effective.

Manage and improve the environment of care.

#### SCOPE OF ACTIVITIES:

The Department Head Committee will work together with the Facility Manager to create, implement and evaluate the program within the department. As part of Red Lake Service Unit's Performance Improvement Plan, overall responsibility for monitoring and evaluating Facilities Management is assigned to the Facility Manager and the Department Head Committee.

The Facilities Management provides and is responsible for a variety of services including the following:

- Repair of equipment and utility systems;
- Plant and grounds maintenance;
- Review of equipment and utility failures, incidence reports, user errors and component failures;
- Equipment evaluations;
- Management of the preventative maintenance program;
- Utility and equipment use and safety education and training programs;
- Review of health alerts and medical device recalls;
- State and federal regulations compliance;
- Construction and planning; and
- Life safety.

#### METHODOLOGY:

A quality strategy will be established for each of the major functions listed above. This is accomplished by identifying the key components of the function, the expected outcomes and the specific performance standards.

The internal and external customers and their needs will be identified. Customers include anyone who receives Engineering related services directly or indirectly.

Incorporate PI principles into training programs.

By developing a spirit of ownership staff members should develop responsibility for their positions and a commitment to quality and Red Lake Service Unit.

Teamwork will be promoted within the department and facilitywide.

Input from the staff members on how they can improve Facilities Management will be encouraged.

A complaint tracking system will be developed and maintained to track all types of complaints from staff and other customers.

Traditional monitoring and evaluation of activities along with quality audits will be conducted.

Improvement teams that focus on specific problems will have the responsibility of investigating all aspects of a process and recommending the best quality action plan. The team shall then implement the action plan and monitor the results to look for continual ways to improve the processes.

## DEVELOP AND MEASURE PERFORMANCE INDICATORS:

### Example Indicators:

Preventative maintenance procedures current within thirty days;  
Documented need for equipment monitoring;  
Employees educated on need to comply with lockout procedure;  
Work order response initiated within 48 hours;  
24 hour turn-around time on repairs;  
Interpersonal communication skills;  
Damage to equipment due to negligence;  
Timely submission of statistics;  
Customer/Staff satisfaction surveys;  
Occurrence of overtime;  
Utilities user errors;  
Equipment unscheduled down-time/failure;  
Employee awareness of departmental equipment and utilities operations;  
Equipment not available for PM or repair;  
Phantom problems (non-reproduced complaints); and  
Equipment back (recall) within one month.

## SET BENCHMARKS AND THRESHOLDS:

As data is collected over a period of time, the Facilities Management will establish levels or benchmark points that will trigger review. The Facilities Management is always striving for an opportunity for improvement in the service.

## COLLECT DATA:

The Facilities Management staff will collect data for each aspect of care. The data is collected on an ongoing basis. The data is collected in order to prevent any potential problems. The data sources include the following:

Statistical Data  
Worksheets and Workorders  
Meeting Minutes  
Direct Observation  
Patient/Staff Complaints and/or Surveys

Data shall be reviewed quarterly by the Facilities Management and the Department Head Committee. The Facilities Management employees will review the findings in order to determine whether a problem or opportunity for improvement in service exists. This evaluation may include analysis of patterns or trends in providing service that relate to specific shifts, staff, skills and/or structure.

## PERFORMANCE ASSESSMENT:

The assessment process is systematic, interdisciplinary and interdepartmental. The Facilities Management uses a systematic process to assess collected data. The assessment process will include statistical quality control techniques as needed. Data assessment begins with a clear understanding. A systematic assessment framework with discipline involvement collects and analyzes data to answer questions about the processes and outcomes that are being monitored throughout the organization. The following questions are:

What is our current level of performance?  
How stable are current processes?  
Are there areas that could be improved?  
What should our improvement priorities be?  
Have strategies to improve performance been effective?  
Have specifications for new or redesigned processes been met?

An interdisciplinary approach will be made to make comparisons of processes and outcomes over time. The data will be compared and reference databases utilized as needed. Priorities for improvement will be assessed. Improvement activities will be implemented based on assessment conclusions. To achieve this goal, each department will measure, assess and improve activities that relate to the performance of the department. The Facilities Management will collaborate as necessary with other departments throughout the organization.

#### TAKE ACTIONS TO IMPROVE SERVICES:

If evaluation identifies a problem or opportunity for improvement, the staff evaluates and determines the appropriate action and forwards that recommendation to the individual or group with the authority to act. Some possible actions include the following:

Systems problems: Changes in communication channels, changes in organizational structure, adjustments in staffing and changes in equipment or chart forms

Knowledge problems: Inservice education, continuing education and circulating informational material

Behavior problems: Informal or formal counseling, changes in assignments and disciplinary action

#### ASSESS THE EFFECTIVENESS OF THE ACTION AND DOCUMENT IMPROVEMENT:

The monitoring and evaluation does not end when actions are taken. Not only does the Facilities Management staff continue to monitor the performance indicators for future opportunities for improvement, but the staff will also determine whether the actions taken are successful in improving the service. The results of continued monitoring and evaluation provide the information to make that determination.

If services do not improve within the expected time, the staff will reexamine the performance indicator and take further action. This follow-up is essential to the monitoring and evaluation process.

#### COMMUNICATE RELEVANT INFORMATION TO THE ORGANIZATIONWIDE PERFORMANCE IMPROVEMENT PROGRAM:

To "close the loop" of the monitoring and evaluation process, the following information is reported to the organizationwide Department Head Committee:

Findings/Conclusions  
Recommendations  
Actions  
Results of actions taken

The Facilities Management Performance Improvement Plan will be assessed annually for its effectiveness and consistency with Red Lake Service Unit's Plan. The assessment is conducted by the Facilities Management and the Department Head Committee and forwarded to the Governing Body.

Customer Satisfaction Survey

Work order # \_\_\_\_\_ was completed for your area on \_\_\_\_\_ . This work order consisted of: \_\_\_\_\_, and was ordered by: \_\_\_\_\_, Dept. \_\_\_\_\_, cost center # \_\_\_\_\_ . In order to evaluate our services and where we might improve we would appreciate your feedback.

RATING SYSTEM:

- 5 = STRONGLY AGREE
- 4 = AGREE
- 3 = SLIGHTLY AGREE
- 2 = DISAGREE
- 1 = STRONGLY DISAGREE
- N/A = DOES NOT APPLY

Your equipment problems were solved effectively. \_\_\_\_\_

The service was performed promptly. \_\_\_\_\_

If applicable we contacted you to schedule service at a convenient time. \_\_\_\_\_

You were kept adequately informed as to delays in services (e.g. parts on order, manpower shortages, etc.). \_\_\_\_\_

The work was performed in a professional/courteous manner. \_\_\_\_\_

After the work was completed, the work area was free of debris and clutter. \_\_\_\_\_

Work did not interfere with the safe operation of your department. \_\_\_\_\_

In general the work was conducted in a safe manner. \_\_\_\_\_

The work was completed within your time expectations. \_\_\_\_\_

We provided a reasonable and cost effective solution to your work request. \_\_\_\_\_

We appropriately appraised you of the cost of work where applicable. \_\_\_\_\_

COMMENTS: (Please comment on any rating less than 4)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

OTHER COMMENTS THAT MAY HELP US IMPROVE THE QUALITY OF OUR SERVICE.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

THANK YOU FOR YOUR ASSISTANCE IN HELPING US PROVIDE THE QUALITY SERVICE WE ARE STRIVING FOR. PLEASE RETURN THIS FORM TO THE Facility Manager.

To be completed by Facilities Management:

Average rating (average of all questions not answered by N/A) \_\_\_\_\_

Department Director contacted regarding the attached? Yes \_\_\_ No \_\_\_

Processed by: \_\_\_\_\_ Date: \_\_\_\_\_