Key Performance Indicators & Medical Devices / Equipment Management

Ronnie McDermott, MSc
ETCI
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Presentation Format.

- KPI - What is the meaning?
- Implementing KPI
- Clinical Engineering KPI - Why the Need?
- Key Drivers
- Objectives
- Outcomes.
- Clinical Engineering KPI - Examples
KPI - What is the meaning?

- Key Performance Indicators KPI - A buzz term or a useful tool?
- An Agreed form of measurement.
- Helps an organization to measure progress towards their organizational goals.
- Helps to quantify the present state of the service delivery and to prescribe a course of action.

KPI - What is the meaning?

- The KPI’s differ depending on the nature of the service delivery and the organization’s strategy.
- Key Performance Indicators are **NOT** performance targets
- Are put in place primarily as a monitoring facility with a view to moving towards the successful execution of a process or policies and procedures.
- Primarily Key Performance Indicators fall into two broad categories, Qualitative and Quantitative
Implementing KPI

- In order to use Key Performance Indicators effectively, two things must be identified:
  - The point(s) in processes or procedures at which data is collected to support the monitoring.
  - The places in the service where the data collected is to be presented as useful information for management.
- Whatever you measure, should be measured with a view to assisting the department to determine its success or failure within the context of its objectives, goals and mission.
- The aim is to determine what can be learnt from results obtained and how the service can improve on those results.

Clinical Engineering & KPI
Why the Need?

- A need to have systems in place for the management of Medical Devices / Equipment.
- Why? – present day equipment is generally:
  - More complicated.
  - Often requires regular quality assurance.
  - Increased Technical Preventative Maintenance.
  - Specialised user training.
Clinical Engineering & KPI
Why the Need?

- Clinical Technical support becomes a multidimensional task requiring:
  - well defined structures both at local, regional and national level.
  - Uniform Coordinated approach with responsibilities at local, regional and national level.
  - interactions among all involved parties on national and international scene.

Clinical Engineering & KPI
Why the Need?

- Need for a uniform coordinated approach across the Acute and PCCC services.

- National Initiatives
  - Quality & Risk
  - Decontamination Review
  - Hygiene Audit

- Irish Medicines Board
  - Guidelines
  - Recommendation
Clinical Engineering & KPI
Why the Need?

- We need to ensure that Medical Devices / Equipment:-
  - are managed (from cradle to grave).
  - are fit for their intended purpose.
  - are safe for use.
  - VFM is realised throughout the life of the equipment

- Best addressed by having policies and procedures in place for an organisation wide approach for the management of Medical Devices / Equipment

- These policies and procedures are best monitored and reviewed with the aid of agreed KPI’s

Key Drivers

- Irish Medicines Board
- HSE Quality & Risk Framework
- Value For Money - VFM
Irish Medicines Board- Key Driver.

- Clearly defined roles of responsibility for the management of Medical Devices / Equipment.
- Organisation-wide policy on the management of Medical Devices / Equipment.
- Designated responsibility for medical devices / equipment management.
HSE Quality & Risk Framework – Key Driver.

- Describes the overarching strategy for implementing the HSE *Quality and Risk Standard*

- Sets the criteria for implementation of an integrated quality, safety and risk management system across the HSE.

- Within this framework medical devices are identified as a known high priority risk issue.

- Requires service providers to be able to demonstrate that they have systems in place for the management of same.

Value for Money (VFM) – Key Driver

- Equipment Management Systems enhances VFM by way of:
  - Implementation of a formalised equipment replacement programme.
  - Consistency / Integration of Medical Devices / Equipment throughout the Acute & PCCC services.
  - Establishment of Medical Devices / Equipment Management Committee.
  - Standardisation of Equipment where possible.
Objectives

- Medical Device / Equipment used within the HSE complies with the recommended standards and best practice.
- To comply with the IMB Medical Device Safety Notices pertaining to Medical Devices / Equipment.
- Where possible to achieve Consistency / Integration of Medical Devices / Equipment throughout the Acute & PCCC services.

Outcomes.

- Co-ordinated Organisation-wide policy for the management of Medical Devices / Equipment.
- VFM is realised throughout the life span of Medical Devices / Equipment.
- Efficient and effective use of resources.
- Ensuring compliance with Safety and Quality Standards.
Clinical Engineering - KPI Example.

- **Asset Management.**
  - Analysis of Medical Device / Equipment Asset Register.
  - Inventory compliance with database.
  - Frequency _ twice yearly.

- Measurements by quantity and value Plus age profile
  - Total asset, new assets, decommissioned assets, % location change, % missing

Clinical Engineering - KPI Example.

- **Vigilance Systems and Alerts.**
  - Analysis on IMB Medical Device Alert Bulletins
  - Frequency _ Monthly

- Measurement
  - % completion of corrective actions.
  - Time compliance with SAB return Date
Clinical Engineering - KPI Example.

- **Scheduled Maintenance.**
  - Analysis on Annual Service Level Agreement and compliance with “Fundamental Documentation” required by Clinical Engineering from External Service Providers.
  - Frequency – Annually

- **Measurement.**
  - Compliance with respect to SLA Check List criteria.

Clinical Engineering - KPI Example.

- **Procedural Guidance and Policy Implementation.**
  - Monitoring, review and compliance with guidelines.
  - Frequency _ Annually

- **Measurement.**
  - % compliance with Statement of Standards.
THANK YOU FOR YOUR TIME

KPI is a tool that will assist in ensuring that a system of robust compliance monitoring and review are in place to confirm that medical devices are managed in a way which complies with the requirements of regulation and best practice.