

Management and Customer Service

Objectives

- **Define “Asset Management” and describe how it pertains to the medical equipment service professional**
- **Define “Total Quality Management” and describe how it pertains to the medical equipment service professional**
- **List the types of certifications available to medical equipment service professionals and discuss the importance of obtaining certification**
- **Explain the importance of continuing education for the medical equipment service professional**
- **Describe the resources available to medical equipment service professionals in the performance of their job including publications, internet and training providers**
- **Define “Customer Service” and explain its importance in the healthcare environment**

Asset Management

“An accountable systematic approach to ensuring that cost- effective, safe and appropriate equipment is available to meet the demands of quality patient care”

Acquisition

- **Determining the need for equipment**
- **Facility planning issues**
- **Acceptance testing**

Technical Support

- **Complete inventories**
- **Acceptance testing**
- **Corrective and preventive maintenance**
- **Outside vendors**
- **Operator inservices**

Training

- **Disseminate operators manuals**
- **Track hazards and recall data**
- **Ongoing operator training**
- **Investigating incidents**

Monitor and Evaluation

- **Develop, implement and participate in QA and Risk Management activities**
- **Develop communication with all relevant personnel**

Documentation

- **To meet regulatory, accreditation and problem solving requirements and to minimize liability**

Disposition

- **Recommendation for disposition, replacement, upgrade or refurbishing of equipment**
- **Determine the risk levels of equipment and determine how often they are inspected**

Total Quality Management

“An ongoing process to provide a patient environment that is continually safer and providing a higher quality patient outcome.”

Also called QA or Quality Improvement in some hospitals

Certification

- **CBET – Certified Biomedical Equipment Technician**
- **Requirements for certification**
 - **Associates degree in Biomedical Equipment Technology + 2 years full time work as a BMET OR**
 - **Associates degree in Electronics + 3 years full time work as a BMET OR**
 - **4 years full time work as a BMET**

Certification

- **CRES – Certified Radiological Equipment Specialist**
- **Requirements for certification**
 - **Associates degree in Biomedical Equipment Technology + 2 years full time work as a BMET OR**
 - **Associates degree in Electronics + 3 years full time work as a BMET OR**
 - **4 years full time work as a BMET**
 - **AND at least 40% of work experience over the last 2 years or 25% over the last 5 years MUST have been working on imaging equipment**

Certification

- **CLES – Certified Laboratory Equipment Specialist**
- **Requirements for certification**
 - **Associates degree in Medical Laboratory Technology + 3 years full time work as a BMET OR**
 - **Bachelors degree in Medical technology + 2 years full time work as a BMET OR**
 - **AND at least 40% of work experience over the last 2 years or 25% over the last 5 years MUST have been working on laboratory equipment**

Total Quality Management

Used to improve ANY process by continually and constantly evaluating the current process



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Additional Notes