PURPOSE:
To ensure safety of medical equipment provided to clients.

POLICY:

• All equipment shall have preventive maintenance performed in accordance with the manufacturer’s recommendations and/or company policy. Clients shall be supplied with replacement equipment while repairs are being made on rental equipment and replacement equipment shall also be offered, if available, while client-owned equipment is being repaired. A permanent record shall be maintained of all repairs, maintenance and servicing performed on equipment.

• All staff who perform repairs and maintenance shall receive training regarding same from qualified staff. Persons without such training shall not be permitted to attempt repairs or preventive maintenance. Manufacturer certified training should be obtained whenever possible. Written evidence of training shall be maintained in the human resources file or ________________ inservice records.

REPAIR OPTIONS:

• Each company shall utilize four (4) options for equipment repair:
  
  • In-House Repairs:
    
    ■ This option shall be utilized only by facilities with repair capabilities and trained staff. (This option is typically the most cost-effective and should be utilized whenever feasible.)

  • Company Repair Company Service:
    
    ■ The company repair staff are qualified to repair most items used by _________________. (This option should be utilized when ________________ does not perform in-house, at client’s house repairs.)

  • Factory Repair Service:
    
    ■ This service is usually less expensive than an independent repair service but it tends to take longer. (This option should be utilized with electronic and reciprocal percussors, electronic sphygmomanometers, TENS units, infusion pumps, some air filters and ventilators.)
PURPOSE:

To ensure that clients' rights and property are respected when care, treatment and/or services are provided by the company.

POLICY:

- Staff who deliver equipment shall be knowledgeable regarding the equipment use, safety factors, electrical requirements and/or problem-solving procedures, or arrangements shall be made to assure that the client receives proper instruction on the equipment from a qualified person (i.e., respiratory therapist may instruct in use of oxygen system which was delivered by the service technician).

- Clients shall be contacted to schedule a mutually convenient appointment/delivery date and time.

- Staff entering the client's residence shall introduce themselves and provide company identification.

- Delivery staff shall use extreme care when entering the client's home with equipment to prevent damage or injury to the client, the equipment and/or surrounding furnishings.

- If damage or injury to the client, home or furnishings occurs, delivery staff shall report the incident to their supervisor and complete an Incident/Unusual Occurrence Report Form.

- Staff, by means of inspection and discussion, shall assist the client to identify areas of the home where the equipment shall be placed to assure ease and safety of operation.

- Delivery staff shall be discouraged from moving furniture. If unavoidable, furniture can only be moved if it is deemed practical and safe.

- Clients/family members/caregivers shall not be permitted to assist with the delivery of equipment.
**POSITION DESCRIPTION / PERFORMANCE EVALUATION**

**Job Title:** DME Company Director/Operations Manager  
**Supervised by:** Chief Executive Officer

**Prepared by:**  
**Approved by:**

**Date:**

**Job Summary:** Responsible for successfully managing the organizational operations of the DME company. Responsible for overseeing the sales, marketing and public relations, services and community educational programs to build revenue, ensure profitability and maintain the quality provider image for the company in the community.

**DUTIES AND RESPONSIBILITIES:**

3 = Exceeds Performance  
2 = Expected Performance  
1 = Needs Improvement

**Demonstrates Competency in the Following Areas:**

- Responsible for the interviewing, hiring and termination of staff.  
  
- Establishes, reviews and updates short and long term goals in order to be consistent with the company’s plans.

- Analyzes, selects and implements programs necessary to achieve the goals and strategic plans of the company.

- Executes problem identification, data gathering and implementation of strategy actions that are in the best interest of the company and its mission, values and philosophy.

- Develops a comprehensive realistic annual budget that reflects the company’s needs based on the application of cost-effective management.

- Manages the company in a cost-effective manner by utilizing current materials management techniques, maximizing human resources and continuously re-evaluating the manner in which services are delivered.

- Establishes policies and procedures necessary for the effective and efficient systems and management of human resources.

- Establishes and monitors standards of performance among all subordinates and ensures that standards are being consistently met.

- Improves subordinate performance through ongoing counseling, coaching, delegation and feedback practices.

- Assumes responsibility for a comprehensive departmental orientation program that is documented on each new employee.

- Establishes specific and necessary planning, control and quality assurance mechanisms that monitor client care, administrative and economic outcomes.

- Coordinates the care and services provided to clients by the company.

- Assures that when more than one service is provided to the client, the actions and goals of each service are complementary and reflect cooperative care planning.

- Assures that effective communication is developed and maintained between the client/caregiver, the company and any other staff who may also be providing care to the client.
POLICY:

- All clients shall be assessed by staff qualified through experience and/or education prior to acceptance to determine that the client meets ________’s acceptance criteria.

- The data obtained from client assessments, which shall include an assessment of the client’s functional status, shall be utilized by ________’s staff to provide recommendations regarding the type of equipment required, special adaptations, development of a plan of care, etc.

- Client assessments and equipment review shall be documented in the client’s medical record.

- The following is a list of the assessment criteria for various devices. The listing is not exhaustive and should be modified as appropriate for the client.

<table>
<thead>
<tr>
<th>Type of Device</th>
<th>Assessment Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bathroom Aids</td>
<td>Can the client sit in the tub at tub level?</td>
</tr>
<tr>
<td></td>
<td>Does the client require assistance with bathing?</td>
</tr>
<tr>
<td></td>
<td>Are there any special construction features in the client’s bathroom which should be considered?</td>
</tr>
<tr>
<td></td>
<td>Is it difficult to get to the bathroom?</td>
</tr>
<tr>
<td></td>
<td>Is a supportive device required to assist client in rising to standing position?</td>
</tr>
<tr>
<td></td>
<td>Is the client able to perform pivotal transfers or are side transfers required?</td>
</tr>
<tr>
<td></td>
<td>Does the client have problems with balance which may necessitate a back rest?</td>
</tr>
</tbody>
</table>