Automating the Tracking of HTM Skills & Competency

Presented by:
Ben Person and Kyle Holetz

MD Expo Houston 2019

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Meet The Speakers

Ben Person, VP Product Marketing

Ben has been working with Healthcare Providers, Healthcare Service Providers and Medical Device Manufactures for a number of years to help them modernize their CMMS systems

Kyle Holetz, Sr. Solution Consultant

Kyle has been working in the Healthcare Technology Management (HTM) community for a number of years and has been helping health systems across the country modernize their legacy CMMS systems

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Agenda

- Audience Questions

- Challenges

- Current State

- Future State

- Demonstration

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Audience Questions

Question 1:

Are you tracking HTM skills or competencies today?

If so, how are you tracking those skills?

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Audience Questions

Question 2:

Are you tracking which models of medical devices you are skilled to work on?

If yes, what is your criteria and process to determine if you are skilled in that model of device?

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Audience Questions

Question 3:
Are you getting certified on life-saving devices before working on them?

If so, how are you tracking those certifications?

Any protections in your CMMS to ensuring those skills\certifications are in place before performing work?

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Audience Questions

Question 4:

Are you cross training clinical engineers based on other employees level of skills?

If so how do you know what level of skills each mentor or trainer has?

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Challenges

- Process to Prove Skills\Competency by Technician
- Process to Determine Skills by Site
- Tracking Level of Skill by Model of Device
- Cross Training Opportunities for Skilled Technicians
- Certification Tracking and Refresher Training Requirements
- HTM Talent Acquisition and Employee Turn-over
- Moving HTM Engineers to New Sites
- Quality of Maintenance\Repairs
- Average time for each HTM Engineer to repair a model

Skills and Competency Example Form

TITLE: Competency Training Form		
REVISION: B	REVISION DATE: 16 November 2017	
OWNING DEPARTMENT: Quality		PAGE: 1 of 1

Printed copies must always be compared against the electronically filed controlled document to ensure current version.

WI300003 Revision: _B_

Competency Details

Trainee Name: ▮▮▮▮

UHS Location #: ▮▮▮▮

Manufacturer Name: _ALARIS_

Equipment Type: _EtCO₂   8300   SERIES_

Training Details

Trainer Name: ▮▮▮▮

Training Performed By: ▮▮▮▮   Date: _1-30-19_

Competency Verification

Attempt	Date	Equipment Identifier (Prefix & Unit # or Serial #)	Work Order #	Functional Test Results (Pass/P or Fail/F)	Work Order Attached	Competency Verified By
1	8-29-18	EFU 147	▮	P	■ Yes ☐ N/A	▮
2	11-8-18	EFU 793	▮	P	■ Yes ☐ N/A	▮
3	11-28-18	EFU 539	▮	P	■ Yes ☐ N/A	▮
4	12-11-18	EFU 791	▮	P	■ Yes ☐ N/A	▮
5	1-15-19	EFU 1140	▮	P	■ Yes ☐ N/A	▮

Comments: ☐ N/A

Competency Performed By: ▮▮▮▮   Date: _30 Jan 2019_

Reviewed By: ▮▮▮▮   Date: _1-30-2019_

Future State

- Automatically track skills and competency in your CMMS based on defined success criteria

- Visibility into potential skill gaps in the organization

- Use Workflows to Automate Approvals on Skills\Competencies

- Based on a threshold (i.e. 5) determine how many CM WO's = Skilled in Model

- Integrate your CMMS with LMS (Learning Management System)
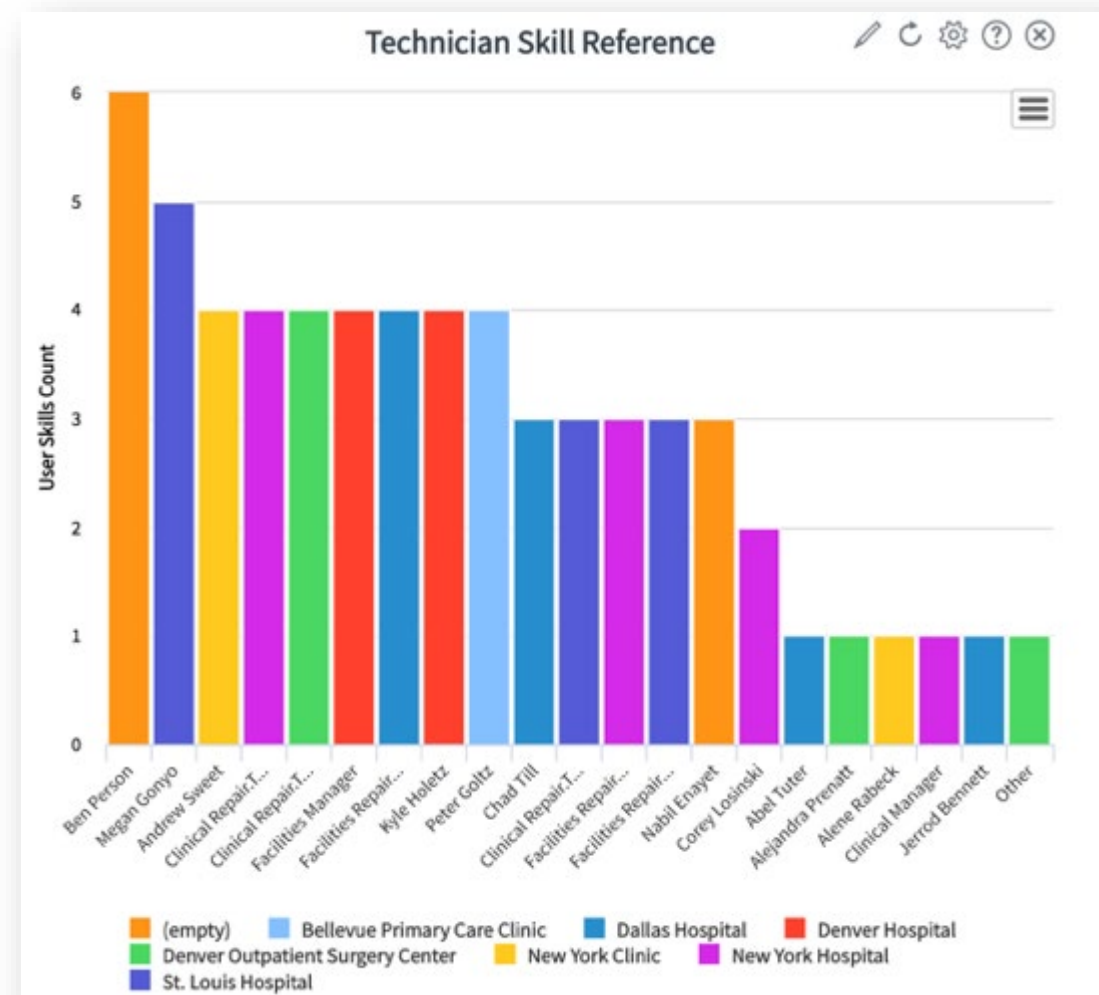
Product Demonstration

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Why Healthcare Customers Choose Nuvolo

- Designed for Healthcare
- Easily Configurable
- Online and Offline Mobile
- Extensive Reporting and Analytics
- Constantly Innovating
- Single System of Record
- Built on ServiceNow
- Joint Commission + DNV Ready
- Environment of Care Reporting
- ECRI and RASMAS Integrations
- ERP Integrations (Lawson, SAP, Oracle)