

Clinical Engineering

Technology
Management
you can Trust



**HEALTH
ASSOCIATION
NOVA SCOTIA**

LEADERSHIP. SERVICES. SUPPORT.



“ Our commitment to you is services that are high in calibre, innovative, competitively priced, and consistently delivered at any location in the province. ”

Steve Smith, Director
Clinical Engineering Services



About Clinical Engineering

High-Quality, Innovative Technology Management You Can Trust

The Health Association Clinical Engineering Service has specialized in the introduction and management of technology used in the delivery of patient/resident care services in health organizations in Atlantic Canada for over 35 years. Our Service has been recognized nationally and provincially for quality, innovation, customer service, and cost-effectiveness.

Our team of knowledgeable, well-trained technologists, technicians, an engineer, and administrative support staff work out of eight offices across Nova Scotia and support over 17,000 devices. We offer our members programs that are high in calibre, aligned with national standards of practice, competitively priced, and consistently delivered regardless of their location in Nova Scotia and in some cases, the Atlantic Provinces.

Clinical Engineering's core services are:

Electro-Medical Technology	Electro-Mechanical Technology
"Therapeutic and Diagnostic Equipment"	"All Other Equipment Supporting Care"

Here are some examples:

- Defibrillators
- Patient Monitors
- Infusion Pumps
- Physiotherapy Equipment
- Operating Room Equipment
- Dialysis Equipment

Here are some examples:

- Electric Beds
- Stretchers, Wheel-Chairs, and Geri-Chairs
- Sterilization Equipment
- Uninterruptable Power Supplies
- Ceiling / Floor Lifts & Tracks
- Blanket Warmers and Tubs

Additional innovative service offerings include:

- Asset Management Program
- Service Contract Management Program
- Alerts and Recalls Program
- Incident Investigation Program
- Equipment Purchase Specification Development Program
- Small Laboratory Program
- Microscope Program
- Electron Microscope Systems
- Reverse Osmosis Systems
- Pipette Technical Support Program
- Scope-Washer Program
- N2O Monitoring and Vaporizer Program
- Medical Gas Inspection Program
- Electrical Outlet Inspection Program
- Laser Safety Program
- Refrigerator / Freezer Temp & Alarm Quality Assurance Program
- Patient / Resident Lift Testing Equipment

Why Choose the Clinical Engineering Service Advantage



There are a number of important characteristics that set us apart from alternative providers:

- Our service is independent of any manufacturer. We work and advocate on behalf of the customer.
- We are committed to maintaining a knowledgeable, well-trained professional team that achieves excellence in the provision of responsible, efficient, and innovative technology management.
- We are innovative...we launched a professionally engineered and manufactured lift load prototype in 2010, the first of its kind in Atlantic Canada. Designed to test patient and resident lifts, it is currently the only device in Atlantic Canada that meets both CSA requirements for lift testing and Provincial Occupational Safety general regulations.
- We are committed to accountability, customer service and client-focused solutions:
 - » **Accountability** - We commit to:
 - > Keep our customers informed on the degree to which obligations are met;
 - > Ensure recognized safety standards have been maintained; and
 - > Promote opportunities to optimize the use of technology.
 - » **Customer Service** - We commit to involve the customer in defining and improving programs that are responsive to their needs, customer-focused and represent the best value.
 - » **Client-focused Solutions** - We commit to tailor customer contracts, ensuring our members acquire only the services that will truly meet their needs.
 - » **Accessibility** - We commit to ensure our services are readily available to our customers where and when they need us. With our team of over 30 employees located in offices spanning the entire province, access to our on-site expertise and support is only a phone call away.

We are committed to benchmarking our service against best practice to ensure the highest standards of service delivery:

- The Health Association Nova Scotia Clinical Engineering Service was the first in Canada to undergo a formal assessment of its performance against benchmarks for excellence for the management of medical devices used in health care institutions.

Here's some excerpts taken directly from our most recent survey findings:

- » High level of trust from clients -- they refer to CES as the epitome of customer service...
“They go out of their way to schedule work to better suit the client’s schedule (e.g. weekends)”

- » Thorough, professional, knowledgeable staff
- » Recognized for looking at the bigger picture, cost-effective suggestions, collaborate with clients

- We use the AAMI Benchmarking System to help measure our budgets, personnel, practices and policies against similar departments and facilities across North America.

- » Our cost of service ratio is 3.6%. The 2011 North American average is 5.2%.
- » 52% of Health Association Technologists are Certified Biomedical Technologists. The 2011 North American average is 20%.





**Surgical
Systems**



**Dialysis
Machines**



**Therapeutic
Systems**



**Anaesthesia
Systems**



**Reverse Osmosis
Systems**



**Sterilization
Equipment**



**Pipettes Technical
Support Program**



**Microscope
Program**

“ With Clinical Engineering as our Electro-Mechanical service provider, we have the peace of mind of knowing that our equipment is being properly maintained. Once the equipment has been inspected, we have confidence that it is working to its capacity. If a problem with the equipment arises, Clinical Engineering is very conscientious about taking it out of service until it is serviced or replaced. The Clinical Engineering team is responsive, client-focused and have expertise and experience that you can rely on and trust.”

Debra Boudreau
Administrator, Tideview Terrace

Our High-Quality, High Value Services

With a commitment to the principles of cost-effectiveness, quality, accessibility, risk mitigation, and innovative technology management, Clinical Engineering's core services are:

- **Electro-Medical Equipment Support:** We provide full service and support, managing a range of Electro-Medical devices, such as anaesthesia machines, infusion pumps, incubators, defibrillators, and EKG monitors. The service also includes provision of unbiased technical advice, allowing health professionals to make informed decisions related to equipment acquisitions and safety issues.
- **Risk Management:** Risk management as an activity is a fundamental element of all of the services that Clinical Engineering provides. It is particularly visible in the following areas:
 - » Provision of a product alerts/recalls filtering and distribution service;
 - » Investigation and consultation of incidents;
 - » Equipment replacement forecasting; and
 - » Reporting on dangerous and/or obsolete equipment safety issues.
 - » **Electro-Mechanical Technology Support:** We provide technology management, independent inspection and acquisition support for ceiling lifts and a range of other Electro-Mechanical devices, including electric beds and exit systems, stretchers and wheelchairs, resident lifts, geri-chairs, blanket warmers, tubs, and walkers. With responsibility for supporting over 4,000 track and lifting devices across the province, we are currently the largest provider of lift load testing services in Atlantic Canada.

Other Innovative Service Offerings

Other innovative programs that have been developed in response to identified clients' needs include:

- **Small Lab Technology** – We offer full service, support, and management of a wide range of small lab related equipment, including centrifuges, incubators, cell washers, and microtomes. We currently have several hundred devices under contract. Thirteen trained technologists deliver this provincial program, ensuring provision of accessible and consistent service delivery from one end of Nova Scotia to the other.
- **Reverse Osmosis Systems** – We offer full service, support, and management of a wide range of portable and permanently mounted reverse osmosis systems for dialysis and lab applications. We have expertise in servicing dedicated instrument specific systems as well as departmental/facility based systems in several facilities.
- **Sterilization Equipment** – We offer full service, support and management of a wide range of chemical and steam sterilizing technology ranging in size from table top units to larger walk-in systems. We currently have 105 systems under contract. Our 10 trained technicians from across the province service all manufacturers' products.
- **Pipettes Technical Support Program** – We offer full service, support and management of lab related pipetting devices. We currently support 500 devices in labs across the province.
- **Microscope Program** – Our five (5) trained technologists located across the province provide cleaning and alignment with repairs as needed. We have over 130 microscopes currently under agreements.
- **Electron Microscopes** – We provide full service, support and management of the technology previously supported by Interuniversity Service Inc. (ISI) in health research and education facilities throughout Atlantic Canada. Equipment serviced includes: transmission electron microscopes, scanning electron microscopes, analytical electron microscopes, x-ray diffractometers, infrared spectrophotometers, liquid scintillation counters, and vacuum coating systems.

“ The service team is professional and highly trained in dealing with the instruments we have in the lab. I am really impressed by the learning speed the engineers present towards new instruments/technology.

They are professional, very friendly and patient, I can really count on them...They are the invisible force behind the lab to keep the lab running efficiently. ”

Xiang Yang
Saint Mary's University



Meet Our Team



Office Locations

Bedford Office

2 Dartmouth Road
Bedford, NS, B4A 2K7
Phone: 902-832-8519

Kentville Office

150 Exhibition Street
Kentville, NS, B4N 5E3
Electro-Medical Phone: 902-678-5994
Electro-Mechanical Phone: 902-678-6290

Truro Office

600 Abenaki Road, Room #C2-600A
Truro, NS, B2N 0C4
Electro-Medical Phone: 902-893-5554, ext.42146
Electro-Mechanical Phone: 902-893-5554,
ext.42935

Bridgewater Office

90 Glen Allan Drive
Bridgewater, NS, B4V 3S6
Electro-Medical Phone: 902-527-5234
Electro-Mechanical Phone: 902-527-5245

Yarmouth Office

60 Vancouver Street
Yarmouth, NS, B5A 2P5
Electro-Medical Phone: 902-742-3542, ext.1581
Electro-Mechanical Phone: 902-742-3542, ext.1682

New Glasgow Office

835 East River Road
New Glasgow, NS, B2H 3S6
Electro-Medical Phone: 902-752-7600, ext.4180
Electro-Mechanical Phone: 902-752-7600, ext.4181

Amherst Office

19428 Hwy 2, RR 6
Amherst, NS, B4H 1N6
Electro-Medical Phone: 902-667-5400, ext.6443
Electro-Mechanical Phone: 902-667-5400, ext.6308

Antigonish Office

25 Bay Street
Antigonish, NS, B2G 2G5
Electro-Medical Phone: 902-867-4500, ext.4141
Electro-Mechanical Phone: 902-867-4500, ext.4557

If you have any questions, or are interested in learning more about our Clinical Engineering Services please contact:

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