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It's easier when you have experts you can count on, anytime.



Clinical Engineering: Controlled Environment Equipment Program

Providing Innovative Technology
Management You Can Trust



**HEALTH
ASSOCIATION
NOVA SCOTIA**

EXPERTISE. SERVICES. SUPPORT.

Who & What

Count on industry-leading knowledge. Our technology services are recognized nationally for expertise and service.

Clinical Engineering solutions you can trust

We've been providing technology management services to Nova Scotia's health sector for almost 40 years. We currently manage 19,526 assets valued at approximately \$87.2M. Our wide range of customers include acute care organizations, long term care facilities, physiotherapy and medical clinics, university and research facilities, and more.

Our support services are of the highest calibre, aligned with national standards of practice. We maintain a knowledgeable, professional team of Electro-Medical Technologists and Electro-Mechanical Technicians that are well trained from accredited educational institutions throughout Canada.

As a not-for-profit, member-based shared service provider, we strive to be responsive to the needs of our customers for innovative and competitively priced clinical engineering solutions and services. In support of this philosophy, we launched a controlled environment equipment program in 2016 and are currently supporting a range of devices in acute care facilities across Nova Scotia.

Our team of knowledgeable, well-trained electro-mechanical technicians are located throughout the province, ensuring our customers get the services they need, quickly, safely, and hassle-free.

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

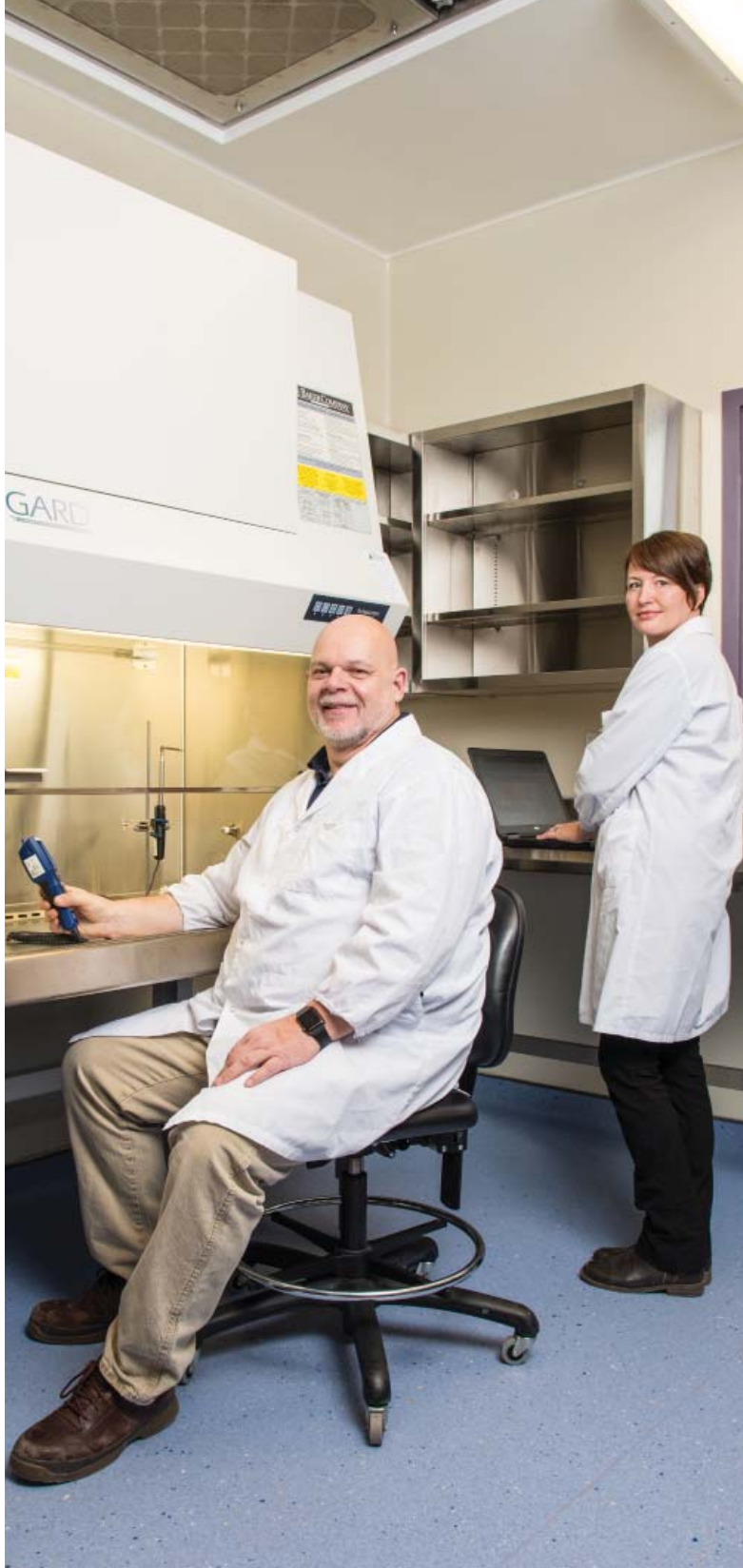
Steve Smith, Director, Clinical Engineering Services

Technology Management You Can Trust

All applicable codes and standards are followed and documented in reporting back to the customer.

Controlled Environment Equipment Program devices currently supported include:

- Biological Safety Cabinets
- Fume Hoods
- Clean Benches
- Clean Rooms
- Grossing Stations
- Isolation Room Filter Bank Testing
- Portable Clean Rooms
- Abatement Systems Using HEPA Filters
- Large Volume Welding Hoods



What's Included

We tailor our service agreements, ensuring our customers acquire only the services that will truly meet their needs. The following service options are available individually with predefined agreements; or provided on an as needed basis with time and materials charged at our non-profit rates.

Services Offered

- **Inspections and Certifications** (primarily yearly except pharmacies where inspections are completed every 6 months)
- **Repairs/Troubleshooting**
- **Professional Consultation** in areas such as procurement, decommissioning, code interpretation, etc. (billed on a time and materials basis)
- **Decontamination of Biological Safety Cabinets (BSC's)** Decontamination is completed prior to major repair, major move of a cabinet, or decommissioning. (billed on a time and materials basis)
- **Assist in Installation of Cabinets and Benches** (billed on a time and materials basis)
- **Incident Investigations** (billed on a time and materials basis)
- **Alerts & Recalls Notifications and Management** (managed as part of contract, recall remediation billed on a time and materials basis)
- **Service Contract Consultation and Management** (billed on a time and materials basis)

Reporting and Workload Management

- Devices are ID tagged and tracked in our equipment management software and all service related work is digitally documented.
- Customized certification labelling applied after testing.
- Schedule provides technicians with automatic notification of upcoming testing/inspections. Technicians contact the customer to schedule required service prior to due date.
- Our highly customized reports are forwarded shortly after work has been completed (usually within 5 days).
- All related records are kept on file for a minimum of 7 years.

Tools and Training

- All test equipment is regularly recertified according to code requirements or manufacturer specification.
- Documented proof of up-to-date calibration/certification is provided in the reporting.
- Staff have received Eagleson Institute training; and "factory-level" training (where required).

Why Us

Our service is able to support equipment from most all manufacturers. As a not-for-profit, member-based association, you can trust us to work in your best interest and to deliver competitively priced solutions.

Committed to accountability, client-focused solutions, and excellence in the provision of innovative technology management.

- 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 keep our customers informed on the degree to which obligations are met. For example, our 2016-2017 preventative maintenance completion rate was 95.9%, exceeding the target of 90%.
 - We involve the customer in defining and improving programs that are responsive to their needs, customer-focused and represent the best value.
 - We tailor customer agreements, ensuring our members acquire only the services that will truly meet their needs.
- We ensure our services are readily available to our customers where and when they need us.
 - We benchmark our service against best practice to ensure the highest standards of service delivery:
 - » We voluntarily undergo a formal assessment of our performance against national benchmarks for excellence for the management of medical devices (CMBES).
 - » We have used 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 (3.66%) is well below the North American average.

With our knowledgeable team of employees located across the province, access to our onsite expertise & support is only a phone call away.

Office Locations

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

Bedford Office - HEAD OFFICE

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

Bridgewater Office

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

Kentville Office

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

Middleton Office

462 Main Street
Middleton, NS, B0S 1P0
Electro-Mechanical Phone: 902-679-9447

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

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

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

If you have any questions, or are interested in learning more about the Controlled Environment Equipment Program or any of our Clinical Engineering Services please contact:

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or

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902.832.8519
steve.smith@healthassociation.ns.ca



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