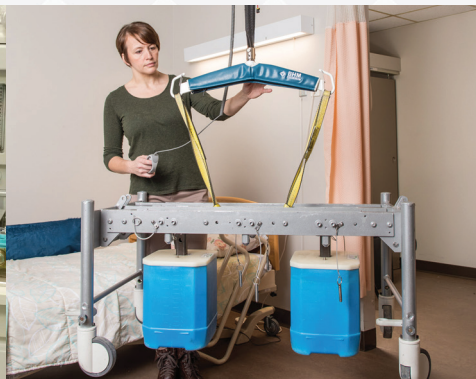


# ~~TO DO~~ DONE!

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



## Clinical Engineering Services

Providing Innovative Technology Management You Can Trust



**HEALTH  
ASSOCIATION  
NOVA SCOTIA**

EXPERTISE. SERVICES. SUPPORT.

# Who & What

Hospital beds, microscopes, anaesthesia, lifts, laser safety, lab equipment. Our list of direct and indirect patient care and patient support equipment that we service is extensive, so whatever you need, we can take care of it.

## **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. Our technologists are of the highest order, with 59% of them certified biomedical technologists – well above the North American average of 21%.

Our pricing is highly competitive, helping you deliver quality patient or resident care in the most cost-effective way. And, we have nine offices across the province, so we will get you the technology management, testing, or preventative maintenance services – whatever you need, quickly, safely, and hassle-free.

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

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

## Core Services and Innovative Solutions

Clinical Engineering's core services are Electro-Medical Technology and Electro-Mechanical Technology.

### Electro-Medical Technology includes therapeutic and diagnostic equipment such as:

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

### Electro-Mechanical Technology includes all other equipment supporting care, such as:

- Electric Beds
- Stretchers, Wheel-Chairs, and Geri-Chairs
- Sterilization Equipment and Cart Washers
- Uninterruptable Power Supplies
- Ceiling/Floor Lifts & Tracks
- Blanket Warmers and Tubs
- Biological Safety Cabinets, Fume Hoods, Clean Benches, and Clean Rooms



Additional innovative service offerings provided in these core areas include:

**Electro-Medical Equipment Support**

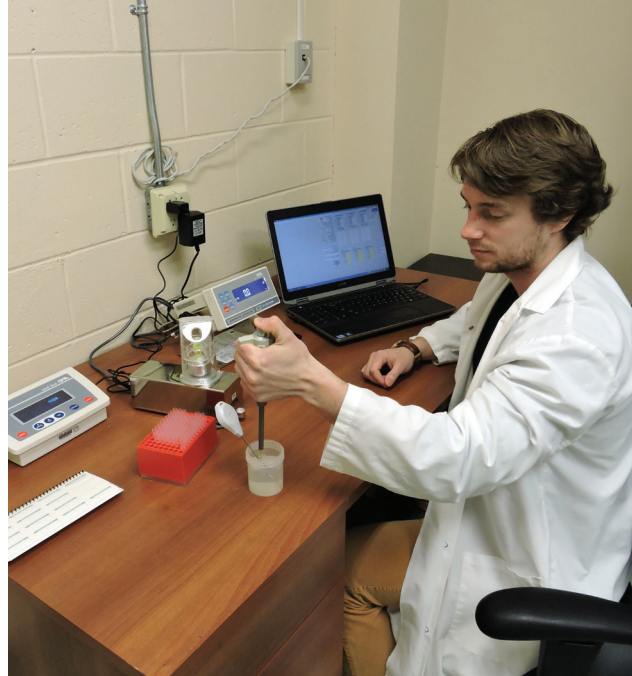
- Service Contract Management Program
- Small Laboratory Equipment Program
- Microscope Program
- Pipette Technical Support Program
- N2O Monitoring and Vaporizer Program
- Medical Gas Inspection Program
- Electrical Outlet Inspection Program
- Laser Safety Program

**Electro-Mechanical Technology Support**

- Controlled Environment Equipment Program
- Scope-Washer Program
- Refrigerator/Freezer Temp & Alarm Quality Assurance Program
- Patient/Resident Lift Testing Equipment & Education
  - » Track/Lift Test Load (Sales)
  - » Track Lift Testing Education Program
- Reverse Osmosis Systems

**Applicable to Both Core Service Programs**

- Asset Management Program
- Alerts and Recalls Program
- Incident Investigation Program
- Equipment Purchase Specification Development Program



“This program is invaluable to my organization.

Clinical Engineering brings specialized knowledge to our technology management, providing us with confidence that our equipment is being properly maintained and is safe for our residents. If an issue or incident with a piece of equipment does occur, the support you get from Clinical Engineering Services is amazing. And the technician that comes to your site soon becomes an integral member of your team – you build relationships based on trust and expertise you can count on.”

**Joyce d’Entremont, CEO/Administrator**  
Annapolis County Municipal Housing Corporation

# What's Included

We tailor our service agreements, ensuring our customers acquire only the services that will truly meet their needs.

## **Electro-Medical Equipment Support**

We provide a full-service technical support program applied to a range of patient care equipment. This comprehensive maintenance agreement includes repair and preventative maintenance with cost, quality, honesty, and accessibility being the guiding principles through provision of various services such as safety checks; incoming inspections; professional consultations; repairs; equipment evaluations; and unbiased technical advice (equipment acquisitions, safety issues, etc.) and more.

While we primarily offer full-service agreements for the Electro-Medical Equipment Support Program, testing/inspection services only is available for labs/microscopes.

## **Electro-Mechanical Equipment Support**

Two levels of service agreements are available for this program. We provide testing/certification services that includes independent inspection and performance verification to ensure equipment is meeting operational expectations

and standards. We also provide full-service technology management for ceiling lifts and a range of other direct and non-direct patient care technologies. This includes independent inspection; directly managing and maintaining equipment; acquisition support (replacement forecasting, specification development, life cycle costing); risk management; consultation, quality and performance reporting; and technology data management.

Asset tracking for devices not serviced by the Health Association is also available through this program.

## **Risk Management**

As part of a full service program, risk management and patient safety is a fundamental element of the services Clinical Engineering provides. On a routine basis, risk management focuses on three main areas: the handling of equipment-related alerts; investigation and consultation of incidents; and reporting on dangerous and/or obsolete equipment safety issues.

## 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.
- **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.
- **Pipette 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.
- **Controlled Environment Equipment Program** – We have implemented a program to certify Biological Safety Cabinets, Fume Hoods, Clean Benches, Clean Rooms, and Grossing Stations. Currently the focus is on Nova Scotia's acute care sector. Included among the services offered are inspections and certifications, repairs/troubleshooting, incident investigations and management, service contract consultation and management, and more.
- **Track/Lift Test Load** – We have designed a lift load to test patient and resident lifts and tracks. It can also be used for load testing overhead structures such as operating room booms and light installs. The test load is professionally engineered and manufactured in partnership with Stantec Engineering and Quality Machining. Designed to promote safety and ensure ease of use and transport, a number of lift loads are currently being used in health care/residential facilities across Canada and in the United States.
- **Patient Track/Lift Testing Education** – We offer a two-day comprehensive education program on testing procedures for lifts and tracks. The program is geared towards facilities looking to bring the testing of lifts and tracks in-house versus vendor contracts. It reflects the new CSA standards for lift testing and builds upon our experience, expertise and solid reputation as a leader in lift testing services in Atlantic Canada.
- **Microscope Program** – We provide cleaning and alignment with repairs as needed. We have over 130 microscopes currently under agreements.
- **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.

# 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 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 currently support over 4,000 tracks and lifting devices across the province, making us the largest provider of lift load testing services in Atlantic Canada.
- 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 a team of over 30 trained 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  
our Clinical Engineering Services please contact:**

**Ben Anderson**

Technical Support and Development Officer

902-523-0103

[ben.anderson@healthassociation.ns.ca](mailto:ben.anderson@healthassociation.ns.ca)

