Technical Reference Guide: PM Work Order Statuses and Sub-statuses

Definitions

Status	Sub-status	When to Use
Active	Issued	All PM work orders in TMS are initially created with a Sub-status of Issued. This indicates that work has not started yet.
Active	Unable to Access	The device has been located but is not accessible.
Active	Unable to Locate	Search and inquiry for the device are in progress. See details below. *
Active	Repair in Progress (Out of Service)	A repair is in progress.
Active	Failed PM – Generate Malfunction Reported Work Order	A repair is in progress due to the device failing some part of the PM procedure.
Active	PM in Progress (Out of Service)	Maintenance is in progress.
Active	AWAITING PARTS RECEIPT [automatic/read only]	This is automatically generated by TMS when there is an active purchase order.
Active	Parts Received	This is automatically changed by TMS when the PO is closed.
Completed	PM NOT Completed - Unable to Locate	Search and inquiry are complete, and the device was not located. See details below. *
Completed	PM Completed – Intervention Required	Maintenance is complete after calibration and/or other adjustments or repair were required to pass the PM procedure. See TIP below.
Completed	PM Completed – No Intervention Required	Maintenance is complete. No adjustments were required to pass the PM procedure. See TIP below.

TIP!

For completed PM work orders, use the sub-statuses "PM Completed – No Intervention Required" or "PM Completed – Intervention Required" rather than "Work Completed" as these are used to help determine the effectiveness of our maintenance programs.

* Process for using PM work order Sub-statuses when a device cannot be located:

1. Conduct a physical search of the unit/practice to which the device is assigned, including a best effort over the course of the month in which the device is due to:
- check as many patient/exam rooms, common areas, storage rooms, etc. as possible
- check the last known location in TMS if there is one
- check the most recent RTLS location, if applicable

2. Ask someone in a leadership position in the unit/practice (e.g. nurse manager, operations/admin manager, etc.) about the following, and advise them to contact Biomed if the device is found:
- the whereabouts of the device
- the best days/times to access the unit/practice
- the best contact person for equipment issues
- any "hiding spots" for equipment on the unit

3. Document the search and inquiry processes as follows:
- During the search and inquiry process, use status "Active" and sub-status "Unable to Locate"
- Upon completion of the work order, use status "Completed" and sub-status "PM NOT Completed - Unable to Locate"
- The work order should include the name of the person you consulted on the unit (for later follow-up with inventory reports)
- The work order should include the details of the places searched (e.g. "checked all patient rooms on Blake 7 except 760, plus equipment storage and lean cart")

Examples of how to use PM Sub-statuses

Example #1: PM is due, but device cannot be accessed initially

You search for the device during the month it is due for PM. The device is found but connected to a patient and cannot be removed.
- Enter time charge for search on PM work order
- Status remains Active
- Change sub-status to Unable to Access

You search again next month and find that the device is available for service.
- Perform the PM procedure
- Enter the time charge(s) for PM on work order
- Change status to Complete
- Change sub-status to PM Completed – No Intervention Required

Example #2: PM is due, but device cannot be located

You search for the device when it is due but cannot locate the device.
- Enter the time charge for initial search on PM work order
- Status remains Active
- Change sub-status to Unable to Locate

During the course of the month, you perform a thorough search and inquiry (outlined in process above) and still cannot locate the device.
- Enter time charge for search and inquiry on PM work order
- Change status to Complete
- Change sub-status to PM NOT Complete – Unable to Locate
- Auto-generated report will identify the device as qualifying to be changed to Missing status