



Implementation of a Transformational Quality Management System for Clinical Engineering at Cambridge University Hospitals NHS FT



### Project Description

To comply with national guidance in the UK, Clinical Engineering departments are required to implement an ISO 9001 compatible certification system. Such a system was developed and implemented on behalf of Cambridge University Hospitals, UK. The implementation extended to the selection and implementation of key performance indicators which provided a framework for performance monitoring, quality reporting and executive level reporting on medical device management.

The project led to the introduction of a risk based approach to medical device maintenance strategies, life cycle management and strategic replacement and procurement investment.

Governance structures were developed to support senior executives and provide a framework for the safe management of medical devices.

Latterly, additional roles have been introduced to cater for compliance with recalls and safety updates issued by the regulator or manufacturer.

### HTS' Role

HTS provided programme leadership and a range of expertise covering:

- Configuration and implementation of a Quality Management system and associated management software.
- Implementation of key performance metrics within the EBME management software suite.
- Development of the CUH Medical Device Management Policy and Governance structures.
- Development of service improvement strategies to improve compliance with required maintenance standards.
- Introduction of RFID tracking systems to improve availability and utilization of medical device assets.

**Client Benefit:** Best-Practice in Management of Medical Devices