

# EQUIPMENT AND PURCHASING CONSIDERATIONS

While the acquisition of patient handling equipment is an integral part of any Safe Patient Handling Program, a thorough and careful assessment of the patient population and the needs of the population should be done prior to any purchasing. Once the equipment needs have been determined the next step is to decide which equipment best suits the needs of the hospital's and which vendor to purchase the equipment from. Key issues should be considered vendor prior to making any purchases. The following is a list of these key issues.

## GENERAL VENDOR INFORMATION

- How long has the company been in business, in Washington?
- How long has the representative worked with them?
- How many clients do you service in Washington?
  - o How many customer service representatives do you have?

## VENDOR CUSTOMER SERVICE:

- What is your average onsite response time for service/
- Will the company replace equipment if it is not functioning correctly?
  - o If so, what is the turn-around time?
- Does the vendor have a set of service standards?
- What is your response time to resolve a customer problem?
- Does the company do problem solving follow-up if the equipment is not functional?
- Does the vendor have state representatives that can arrive and problem solve within a short period of time?
- Can the company provide data on the success of using their equipment?
- How fast are replacement parts shipped?

### **VENDOR-PROVIDED TRAINING**

- Does the vendor provide training for all shifts?
- Will the vendor return and train new staff periodically?
- Does the training include the use of all types of slings available for the equipment? i.e. walking slings, disposable slings, supine slings, octopus, custom-made for amputees?
- Will the vendor provide orientation and training for doctors
- Does the vendor have training videos?

### **EQUIPMENT – PRODUCT SUPPORT**

- What is the vendor's equipment evaluation period (trial period)?
- What is the warranty on the equipment?
- Has the equipment been evaluated in a published study?
- Will the vendor help the hospital in assessing and matching patient types with equipment?

### **EQUIPMENT – FUNCTIONALITY**

- Does the equipment have features that are not available in other products? If so, what are they?
- What other hospitals in Washington have this device? Can they be contacted for questions?
- What is the lift expectancy of the equipment?
- What are the storage requirements for the equipment?
- How does this equipment fit into our hospital?
- Can the device fit into our bathroom?
- Will the device fit at the bedside?
- Will the equipment lift a patient from a car?
- Who is responsible for charging or changing the batteries
- Will the equipment fit under beds? Under X-ray tables?
- Is the equipment able to pass through all doors in the facility?
- Does the equipment fit into elevators?
- Does the equipment have an emergency shut-off switch
- Can the healthcare worker maintain proper body mechanics while operating the equipment?
- Is the capacity and operations instructions listed on the equipment?

### **INFECTION CONTROL**

- What are the infection control procedures?
- Are disposable slings available?
- Does the hospital's internal infection control staff approve of the process for infection control?

### **MAINTENANCE**

- How long does battery charge last?
- What maintenance is required by the hospital?
  - o By the vendor?
- Who is responsible for upgrades and recalls?
- What is the lifespan of the battery?
- What is the procedure for replacing defective parts?
- How fast are replacement parts shipped?
- What are the limitations of the warranty?

### **BARIATRIC**

- Does the vendor offer bariatric equipment?
- Is it for sale or for rent?

### **SLINGS**

- How are the slings used?
- How often do slings need to be replaced?
- Is it possible for the patient/resident to slip out of the sling?
- Are the slings interchangeable within a product line? i.e. from ceiling lift to total lift to sit/stand lifts

## **CEILING LIFTS**

- ❑ Is it possible to move ceiling lifts after they have been installed?
- ❑ What configurations of ceiling lifts are available? Single track or traverse?
  - What are the structural requirements for each?
- ❑ Where will the ceiling lifts be used? Function and use of ceiling lifts depends upon where in the facility it will be used.