



# THE IMPORTANCE OF SERVICE REPORTING

Asset Recovery Expert

# FIRST CASE



**Ashley Jackson**  
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*First Case Asset Recovery Expert™:*

# Service Reporting

*Ashley Jackson | VP Asset Management Solutions @ Mazree*

Service reporting is more than routine paperwork; it's the lifeline of medical equipment maintenance and patient safety in healthcare facilities. In order to truly leverage this tool, standardizing the way Biomedical Engineering teams categorize equipment failures is crucial.

Many hospitals employ their unique failure coding systems, leading to confusion. Furthermore, not all institutions track cost of parts and service for each work order, complicating budget forecasting. These practices hamper the effectiveness of Computerized Maintenance Management System (CMMS), which is limited by non-standardized error codes.

Excessively numerous codes can result in inconsistent reporting, obfuscating accurate trending on failures, service budgeting, and end-of-life analysis. This lack of standardization inhibits Biomed teams from proactively addressing equipment failures and improving patient safety.

However, the adoption of a streamlined and standardized failure coding system can promote actionable insights. For instance, a trend of screen failures due to harsh cleaning chemicals was identified at our facility, leading to an informed dialogue with the environmental services team about suitable cleaning products.

In another instance, trending helped identify a workflow issue: physiological monitors were frequently damaged due to being dropped in a specific care area. Investigation revealed the lack of appropriate monitor stands for patient transport. Responding to this trend, our Biomed team designed a custom mount for walkers, immediately reducing repair instances.

Ultimately, ensuring patient safety requires a precise understanding of equipment failures and servicing costs. Hence, standardizing equipment failure codes and diligently logging service cost data are paramount.

To achieve this, we propose to limit the number of failure codes available to diminish confusion and enforce a stringent policy around these failure codes.

By embracing these practices, we can enhance the accuracy of service reporting, leading to improved patient safety, efficient budgeting, and optimal equipment lifecycle management.

*Have more questions for this expert? Contact Ashley at [ashley.jackson@mazree.com](mailto:ashley.jackson@mazree.com)*

*Asset Recovery Expert Series™ Biography:*

# Ashley Jackson

VP of Asset Management Solutions



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Ashley Jackson is the VP of Asset Management Solutions at Mazree. With several years of experience at Memorial Sloan Kettering Cancer Center as a Biomedical Engineering Manager, Ashley is a foremost expert in Asset Management. She now oversees the development and implementation of Mazree's innovative and advanced Lifecycle Management CMMS product set to launch in 2023.

Ashley is passionate about implementing technology-driven solutions to optimize operations in the hospital. She strives to find new and innovative ways to enhance patient care by focusing on delivering key outcomes, building amazing collaborative teams, and quickly adapting to feedback from stakeholders. Over the years, Ashley's ability to develop, scale, and optimize solutions has garnered recognition and made tangible differences. Ashley is a supporting author for the book *Leveraging Technology as a Response to the COVID Pandemic*, which is available now on Amazon. Additionally, Ashley was awarded The Robbins Family Award for Excellence in Collaboration for her work in the onset of the Covid-19 pandemic.

Now, she is taking the lessons learned from the hospital setting to her new role at Mazree by helping create software which will greatly improve the hospital's ability to effectively manage the full lifecycle of their medical equipment.

When she is not working, Ashley is an avid musician and loves spending her time singing or playing the piano/guitar.



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