



IT'S ***YOUR*** RESPONSIBILITY FOR QUALITY CARE FROM THE MACHINES!

Emily Michalak, Director Technical Services, Satellite Healthcare, Inc.

William Macias CHT, Technical Operations Manager, Satellite Healthcare, Inc.

WHAT DOES QUALITY CARE MEAN?

Ensuring systems, devices and equipment are operational, clean, maintained and safe for use.

- ❖ Set up
- ❖ Monitoring
- ❖ Cleaning and disinfecting
- ❖ Troubleshooting
- ❖ Repairs
- ❖ PM's

Patient Care!

IF YOU WERE THE PATIENT:

- WOULD YOU WANT YOU MAINTAINING YOUR EQUIPMENT?
- ARE YOU CONFIDENT WITH THE MONITORING OF YOUR WATER SYSTEM?
- IS YOUR CONCENTRATE PREPARED PROPERLY, FOLLOWING MANUFACTURER DFU?
- WOULD YOU WANT YOU SETTING UP YOUR MACHINE FOR YOUR DIALYSIS TREATMENT?
- ARE YOU COMFORTABLE WITH DOSING OF YOUR MEDICATION?

ARE YOU DOING EVERYTHING YOU SAY YOU ARE DOING!


WHEN QUALITY IS JUST AN AFTER THOUGHT?

- ❖ Not following policies and procedures
- ❖ Taking shortcuts
- ❖ Being in a hurry.....
- ❖ Not reporting issues and concerns
- ❖ Not documented not done....
- ❖ Lack of communication
- ❖ “Not my job”

PATIENT AND STAFF AT RISK!!!!

OUR RESPONSIBILITIES

- ❖ Follow Policy and Procedures
- ❖ Document all readings; both normal and abnormal
- ❖ Report issues and concerns
- ❖ Communicate with team!
- ❖ Follow manufacture recommendations
- ❖ Troubleshoot
- ❖ Patient Safety
- ❖ Quality care



***QUALITY CARE FROM YOU IMPROVES
THE QUALITY OF WORK, QUALITY OF
PATIENT CARE, AND IMPROVES QUALITY
OUTCOMES.***