

**HARDIN COUNTY GENERAL HOSPITAL
HOSPITAL-WIDE POLICY**

Title: Work Order Request Procedure
Policy Number: 130
Regulation:

Effective Date: 5/1/2005
Med Staff:
Admin:

I. POLICY

To improve the communication and completion of work order requests between departments and maintenance.

II. DEFINITIONS

N/A

III. RESPONSIBILITY

All Staff

IV. EQUIPMENT

N/A

V. PROCEDURES

1. Employees needing repairs/maintenance, including computer maintenance, should complete the Work Order Request Form.
2. The work order request form is either approved or denied by the Department Head for the requesting department.
3. Place a copy of the work request in the tray on the door to the Social Service/Quality Improvement office.
4. The Quality Improvement Coordinator will attach a tracking form to the work request with a priority level and tracking number. All work order requests are placed on a tracking log.
5. The work request is categorized by routine maintenance work, STAT maintenance work or a maintenance project.
6. Any maintenance requiring disruption or temporary closing of a critical service or department of the hospital will be expedited.
7. After maintenance is performed, the tracking form is returned to the maintenance department head for tracking purposes.

8. Monthly, the Risk Manager will collect all outstanding work orders from departments. The Risk Manager and Quality Improvement Coordinator will review the tracking form to verify the work order has been processed.

9. The Maintenance Supervisor and Quality Improvement Coordinator will review the tracking form weekly and prioritize outstanding work order requests.

VI. DOCUMENTATION
Work Order Request Form