

CENTRAL STATE HOSPITAL
POLICY AND PROCEDURE

SUBJECT: **WORK ORDER POLICY**

ANNUAL REVIEW MONTH: January

RESPONSIBLE FOR REVIEW: Maintenance Director

LAST REVISION DATE: March 2008

I. GENERAL

It is a policy of the Plant Operations & Maintenance (POM) Department to provide and monitor ongoing building maintenance, construction and utility operations at Central State Hospital (CSH) facilities in a timely and customer-service oriented manner.

II. PROCEDURES

- A. The Work Order Desk in the POM office coordinates delivery of all maintenance services, and the Police Dispatch (PD) office supports delivery of after hour's maintenance service.
- B. Service calls and maintenance inquiries should be directed to the Work Order Desk during normal business hours using the MP2 intranet site. Requests for services may also be obtained by phone, fax or email.
- C. The service requests will be logged, prioritized and forwarded to the appropriate POM staff member for action. The following numbers should be used for submitting work requests by phone or fax:

- 1. POM Work Order Desk: Phone 445-4162, Fax 445-6070
- 2. Police Dispatch (after hours): Phone 445-4168

III. WORK ORDER PROCESSING

- A. A customer wanting work done initiates a work order request directly to POM or after hours to Police Dispatch.
- B. The request is time and date stamped and the work required is prioritized by POM management using the following criteria:
 - 1 - Fire Prevention/Life Safety Issue
 - 2 - General Safety/Property Loss Issue

- 3 - Assigned by Administration
 - 4 - Not a priority and can be scheduled according to normal work load demands
- C. Responsibility for work order completion is assigned to the appropriate staff member.
 - D. The Work Order Desk notifies the customer if work cannot be accomplished in a timely manner.
 - E. The work order request information is entered into a Computerized Maintenance Management Software (CMMS) system.

IV. **RESPONSE**

- A. POM staff will attempt to respond immediately to emergencies such as those effecting client care, health and safety hazards, damage or potential damage to property or facilities, loss of security, or loss of facility use.
- B. For normal repairs and requests, the Work Order Desk will originate a work order for same-day completion, or completion within 72 hours.
- C. For repairs related to a priority request (1, 2, or 3) the Work Order Desk will originate a work order for completion of work within 2 hours of receiving the request, or for submission of a plan of action addressing the work required within 4 hours of receiving the request.
- D. For other than emergency or routine requests and repairs, and for construction or work requiring the use of a vendor, POM staff will coordinate the work with the contact person named in the work order request.

V. **CUSTOMER INFORMATION**

The following information should be provided when submitting a work order request:

- A. A precise description of the request or problem.
- B. Room number or location.
- C. Name and phone number of contact person.
- D. Name of department manager or other person authorized to approve chargeable services. (Required if purchase of material or equipment, or a vendor is needed to complete work order).

VI. **WORK ORDER CYCLE**

- A. On completion of a work order request, the staff completing the work must sign, time and date, and describe the work performed on the work order request form.
- B. Staff completing the work must indicate the amount of time worked, and type and quantity of material used in completing the work on the work order request form.
- C. Work Order Desk staff must enter information on the completed work order request form into the CMMS program.
- D. POM management will audit and review completed work orders for completeness and quality assurance.
- E. POM management will review completed work on work order requests with a 1, 2 or 3 priority assigned.
- F. Hard copies of work order request forms are filed and stored for future reference and as a back up to the CMMS program.

Approved:

This policy and procedure has been approved by the CMO and CEO in May 2008.