CORRECTIVE ACTION DOCUMENTATION (TROUBLE CALLS)

Purpose: To document user errors, provision of training and actual repair of all systems and to enable report generation for life safety system operation to the Safety Committee and Medical Center Safety Officer.

Policy: The appropriate general identification of problem (Apparent User Error, Life Safety System, Training Provided to User, and Repair Required) must be completed by the individual responding to the trouble call.

Apparent User Error - If, in the mechanic's opinion, the trouble call was a result of user error, i.e., no repair was required, this item should be checked. An example might include a cold call when staff did not attempt to adjust available thermostats.

Life Safety System - This item should be checked any time the repair reset or user error involves a Life Safety System. Life Safety Systems include:

- Smoke control systems (fans/dampers)
- Fire alarm systems
- Emergency power systems
- Exit lighting/emergency illumination
- Fire extinguishers/sprinkler systems
- Fire/smoke doors

When in doubt, it is best to check this item anyway or consult with your Manager.

It is expected that at least one of these items will be checked for each trouble call requisition. In addition, the comment section is to be completed when appropriate (see attached explanation).

Responsibility: It is the responsibility of each mechanic to complete the requisition to the best of their ability. The comment section should be used if further documentation is needed.
It is the responsibility of the administrative staff closing requisitions to capture all information provided.

It is the responsibility of the Preventive Maintenance Technician to prepare and distribute reports as required by JCAHO regulations. These reports are to be reviewed by each shop for the purpose of identifying overall system operation.

References: None