Our Commitment to Patient Safety

Agiliti understands that patient safety is a top priority for health care providers at all times. That's why we are committed to providing a comprehensive quality management system, certified to ISO 13485, that supports the safe and reliable operation of the medical equipment that we own or service. Our high standards of excellence are designed to reinforce the safety goals of your facility.

Comprehensive quality management for optimal patient safety

Agiliti' quality management system is structured with the safety of your caregivers and patients in mind at every step. Our rigid standards enable Agiliti to reliably and effectively manage over 700,000 pieces of medical equipment for thousands of health care facilities.

Agiliti' quality management system includes regularly scheduled preventive maintenance (PM) and full service repair. We take even the most basic scheduled maintenance very seriously and make every effort to keep each piece of equipment up-to-date with all required maintenance and repairs. We also provide on-demand access to documentation and reporting that supports compliance with accreditation programs and regulatory agencies.

Agiliti' fully-trained technical staff is available 24/7 to provide technical service when you need it most. All Agiliti equipment is thoroughly cleaned and disinfected before it enters your facility to support your infection control initiatives. We also offer in-service education to support the standardization and consistent operation of medical equipment at your facility. Ultimately, you can count on Agiliti' quality management system to support you in providing optimal caregiver and patient safety.

★ Industry leading maintenance and repair standards certified to ISO 13485

★ Infection control

★ Risk mitigation

★ Continuous improvement

★ Recall management

★ Online reporting and documentation

★ Inventory management

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The list below includes key criteria that demonstrate Agiliti's commitment to quality and patient safety. The majority of these items are based on requirements established by standards setting organizations (e.g. NFPA99, The Joint Commission, etc.).

	Agiliti's Commitment to Quality	Examples of Applicable Standards
EQUIPMENT MAINTENANCE	Pre-delivery/in-coming inspection performance verification (electrical safety and functional testing with documentation of testing)	EC.02.04.03 EP-1, -2, -3
	Reporting on inventory and all changes to inventory (either at agreed upon intervals or via MyAgiliti)	EC.02.04.01 EP-2
	Detailed description of equipment maintenance strategies • Documented maintenance intervals for inspecting and maintaining equipment • Documented performance verification and electrical safety test methods and procedures	EC.02.04.01 EP-3, -4 EC.02.04.03 EP-2, -3 NFPA99 Ch.8
	Documented calibration program for all test equipment used in the maintenance of medical equipment	EC.02.04.03 EC.02.04.01
	Documented evidence that equipment and services are in continuous compliance with all accreditation agencies	ACC Section of Accreditation Standards
EMPLOYEE TRAINING, ANALYSIS AND COMMUNICATION	Compliance with applicable Federal, State and Local laws and regulations (eg. OSHA, HIPAA and PHI protection)	LD.04.01.01
	Documented training and competency requirements for all technicians who maintain equipment	HR.01.02.05 EP-3 HR.01.06.01
	Additional metrics used by Agiliti to evaluate safety, ensure compliance and to promote continuous improvement	PI.01.01.01 PI.02.01.01 PI.03.01.01
	Established continuous improvement process	EC.04.01.05 EP-1, -2, -3 EC.04.01.03 EP-1, -2, -3
	Equipment in-service training available upon request for Agiliti equipment as identified through facility's training coordinator	
RISK MANAGEMENT	Provides feedback to facility regarding: • Reported equipment failures • Data used to identify training opportunities • Equipment identified as involved in patient incident • Problem equipment trends	EC.02.04.01 EP-2, -5, -6 EC.04.01.01 EP-1, -3, -10
	Detailed equipment cleaning/disinfection and infection control procedures	IC.01.04.01 EP-4 IC.02.02.01 EP-1, -2, -4
	Detailed equipment recall process, including: • Communication methods to facilitate awareness of facility key contacts • Tracking of recalled units to facilitate completion of required actions	EC.02.01.01 EP-11

About Agiliti

Agiliti helps hospitals reclaim millions of dollars in wasted medical equipment. The company places equipment management experts and clinical engineers in more than 7,000 hospitals to ensure that the right equipment is in the right place at the right time. Onsite services free nurses and other clinicians to spend more time caring for patients and less time searching for the equipment they need. Agiliti also provides responsive rental services for a full range of equipment, including respiratory systems, infusion therapy devices, specialty beds and surgical lasers. A nationwide network allows the company to serve all health systems and hospitals across the U.S. **For more information, visit agilitihealth.com.**

CORPORATE OFFICE

6625 West 78th Street. Suite 300. Minneapolis, MN. 55439

Toll Free: 800.847.7368 Phone: 952.893.3200 Fax: 952.893.0704 **www.agilitihealth.com**

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