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Document Title :SCOPE OF SERVICE		
Applies To: All MCH Staff		Index No: SOS-FMS-001
Issue date: January 06 , 2025	Effective date: February 18 , 2025	Review date: February 18, 2028

1. Scope Of Service:

Facility Management Safety helps to protect everyone that uses facility from hazards and is responsible for supervising the maintenance, operations and overall security of healthcare facilities. This ranges from overseeing large construction projects and maintaining federal compliance down to everyday cleaning, maintenance and upkeep. It also support the functionality, safety, and sustainability of the buildings, grounds and infrastructure. In addition, it promotes the image and reputation of the hospital identified with that facility, and it minimizes criminal prosecution and personal injury claims.

1.2 Vision:

To provide a physical environment free of hazards to our patients, personnel and visitors and to manage activities proactively through risk assessment to reduce the risk injuries.

1.3 Mission:

Safety Section exists to offer safety for all patients, visitors, personnel, contractors, volunteers and the property of Maternity and Children Hospital (MCH).

1.4 Values:

All staff must be honest, faithful and passionate to their respective job.

1.5 Goals:

- 1.5.1 Provide education to all personnel on the elements of safety of the building.
- 1.5.2 Ensure safe practices and conditions.
- 1.5.3 Reduce the risk of safety related incidents by proactively evaluating systems in place and make necessary changes.
- 1.5.4 To ensure compliance with the Central Board of Accreditation Institutions (CBAHI) Standard.

2. Key Performance Indicators (KPI) Developed and Monitored by the Department:

- 2.1 Number of Reported Accidents and Incidents
- 2.2 Frequency and Incident Rates
- 2.3 Equipment Breakdowns
- 2.4 Employee Perception of Management Commitment
- 2.5 Satisfaction in Environment
- 2.6 Safety Prevention Cost
- 2.7 Management Trained in Safety and Security
- 2.8 Average Time to Resolution of Risks and Issues



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3. Construct a Communication Chart (Identify Internal, External Customer):

3.1 Internal Customers:

- 3.1.1 Hospital Management
- 3.1.2 All MCH Staff
- 3.1.3 Hospital Volunteers, Students and Trainees

3.2 External Customers:

- 3.2.1 Patients, Patients' Relatives and Visitors
- 3.2.2 Contractors

4. Working Days and Working Hours:

- 4.1 24 hours a day, 7 days per week

5. Departmental Committees and Meetings:

- 5.1 Hospital Executive Management Committee
- 5.2 Hospital Safety Committee
- 5.3 Infection Prevention and Control Committee
- 5.4 Quality Improvement Committee
- 5.5 Patient Safety Committee
- 5.6 Operating Room Committee

6. Support Service:

- 6.1 Maintenance and Operations' Service
- 6.2 All MCH Staff and Personnel

7. Departmental Challenges and Improvement Initiatives:

7.1 Challenges:

- 7.1.1 Safety and Security Concerns
- 7.1.2 Disaster Preparedness
- 7.1.3 Maintenance of aging equipment and facilities.
- 7.1.4 Changing facility emergency systems' requirements.
- 7.1.5 Handling failures, leadership and planning.
- 7.1.6 Flexibility and speed, multitasking and coordinating teams.

7.2 Improvement Initiatives:

- 7.2.1 Higher employee and patient satisfaction and improvement in health, safety and environment and sustainability.
- 7.2.2 Identification and measuring disaster risk.
- 7.2.3 Increase quality service and monitor the activities within the facility.



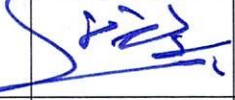
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- 7.2.4 Optimize and upgrade assets and equipment.
- 7.2.5 Determining and managing facility needs and resources.
- 7.2.6 Execute hospital compliance plan efficiently.
- 7.2.7 Education and knowledge development.

8. Regulatory Agencies:

- 8.1 Ministry of Health (MOH) in Saudi Arabia
- 8.2 Central Board of Accreditation of Healthcare Institutions (CBAHI)

9. Approval:

	Name	Title	Signature	Date
Prepared by:	Mr. Mishari Fahad Al Mutairi	FMS Manager		January 06 ,2025
Reviewed by:	Mr. Thamer Nasser Al Anizi	Asst. Hospital Director for Administrative and Financial Affairs		February 04, 2025
Reviewed by:	Mr. Abdulelah Ayed Al Mutairi	QM&PS Director		February 04, 2025
Approved by:	Mr. Fahad Hazam Alshammary	Hospital Director		February 18, 2025