Plan / template · FAC-PLN-001 · Version 1.1 · Approved by the ASF Expert Committee

Supports: 2B.9

At a glance

- List the critical services: power, water, medical gases, ventilation and clinical information systems.
- For each, set the test schedule and the back-up arrangement.
- Test each service on schedule and record the result.
- Start a failure log for every fault, with its cause and the change made.
- Review the log every quarter.
- Stop and get help straight away if: a critical service has no back-up arrangement, or a failure is not logged.

1. Purpose

To prevent failures of critical services through planned testing and back-up, and to learn from each failure so it is not repeated [EC].

2. Scope

Applies to	Facilities, engineering, IT, and clinical leads who depend on these services
Locations	The whole facility
When	Continuously; testing on schedule; review quarterly
Does not apply to	Routine maintenance of individual devices, covered by EQP-SOP-001

3. Definitions

Term	Meaning
Critical service	A service whose failure would put patients at immediate risk
Back-up	An alternative supply or system that keeps the service running until restored

Failure log	The record of every failure, its cause and the change made

4. Background

Most failures in hospital services are predictable from testing and avoidable by back-up. Criterion 2B.9 requires planned prevention and analysis, not only repair after the event.

5. Responsibilities

Role	Responsibility	Competence
Facilities manager	Owns the plan; runs testing; keeps the failure log	Facilities engineering
IT lead	Owns the information system back-up and downtime plan (SOP-074)	IT competence
Clinical leads	Know the back-up for their area; report failures at once	Clinical management

6. Materials and equipment

Item	Requirement	Condition
Testing schedule	Current; test dates per service	Visible to facilities
Back-up equipment (generator, UPS, gas cylinders, stored water)	Tested at the set interval	Working and in date
Failure log (FAC-REG-002)	Current	Updated at each failure

7. Safety

- Do not bypass a safety device to keep a service running.
- Test back-up systems under controlled conditions only.

8. Before you start

- Check the testing schedule and the back-up status for the day.

9. Procedure

Step 1. List the critical services.

- List power, water, medical gases, ventilation and clinical information systems.
- For each, record the areas it supports and the risk if it fails.

Key point: A service left off the list is never tested.

Step 2. Set the testing and back-up.

- Set a test schedule for each service at the interval the manufacturer and the committee set (EC).
- Set the back-up arrangement, its capacity, and its test interval.

Key point: Back-up that has never been tested may not work when needed.

Step 3. Test on schedule.

- Carry out the tests and record the date, result and the tester.
- Test back-up systems under load where the plan allows.

Key point: A test is the only evidence the back-up works.

Step 4. Log every failure.

- Record each failure on FAC-REG-002: date, service, cause, duration, impact, and how it was restored.
- Find the cause, not only the symptom.
- Record the change that prevents recurrence.

Key point: A failure without a cause and a change will return.

Step 5. Review quarterly.

- Review the log and the test results each quarter.
- Look for repeated failures and ageing equipment.

- Report to the governing body.

Key point: Patterns in the log show where to invest.

10. Decision points

- If a critical service fails and back-up does not work, follow the downtime and emergency plans, and inform the chief executive at once.

11. Special situations

Situation	Action
Planned shutdown	Inform clinical leads in advance, use the back-up plan, and record the shutdown.

12. Escalation

- Any failure affecting patient care is reported as an incident (INC-POL-001) and to the chief executive at once.

13. Monitoring

Measure	Target	Frequency	Owner	If not met
Critical services tested on schedule	100%	Monthly	Facilities manager	Escalate to chief executive
Failures logged with cause and change	100%	Each event	Facilities manager	Review of the event
Back-up tested on schedule	100%	Monthly	Facilities manager	Escalate

14. Records

Record	Kept in	Retention
Testing schedule and results	Facilities file	the period set by the facility’s records policy years

FAC-REG-002 Failure Log	Facilities file	the period set by the facility’s records policy years

15. Training

- Facilities and clinical leads are briefed on the plan and their part at induction and yearly (EC).

16. Related documents

ID	Title	Use
FAC-REG-002	Failure Log	Used in step 4
FAC-SOP-002	Failure Logging and Analysis	Procedure for the log
SOP-074	System Downtime Procedure (generic)	IT downtime
EQP-SOP-001	Medical Equipment Maintenance	Device maintenance

17. Evidence

Reference	Note
E-009	ASF Expert Committee consensus. Test intervals and back-up capacity to be set against manufacturer instructions and national rules.

18. Change history

Version	Date	What changed	Approval
1.0	the date of approval	First version	Approved by the ASF Expert Committee
1.1	the date of approval	Internal quality review: corrected cross-references, status wording and document control	Approved by the ASF Expert Committee

E-learning for this document

- **Environment & Shared Spaces** (H-03)

Planned course: Planned fault prevention and maintenance. New course planned.

References

- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)

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