

Hospital Bed Maintenance Program Evaluation Scorecard

Evaluate the quality, cost, and oversight of your current bed maintenance program — in-house, outsourced, or hybrid.

Rate each item from **1 (Needs Improvement)** to **5 (Gold Standard)**.

Use this to benchmark performance, identify improvement areas, and ensure your bed program supports patient safety, uptime, and fiscal responsibility.

COST PERFORMANCE

Score (1-5)

- Does your **program or team** provide transparent reporting on labor, parts, and rental costs? _____
- Are **frequently used parts stocked on-site** to avoid freight delays or excessive downtime? _____
- Are **replacement savings and extended life cycles** tracked and reported? _____
- Are **warranty claims managed proactively** to capture no-cost parts or labor? _____
- Does the program **avoid hidden costs** (e.g., overlapping OEM support or redundant service calls)? _____
- Subtotal (Cost):** _____ / 25

SERVICE QUALITY

Score (1-5)

- Are repair requests addressed within **24 hours** on average? _____
- Are **user, EVS, and transport staff** trained regularly to reduce misuse or preventable damage? _____
- Are **RTLS tags** maintained with correct placement and fresh batteries? _____
- Are **mattress audits, barrier programs, and surface integrity checks** performed at least annually? _____
- Does the team conduct **proactive rounding and inspections** beyond scheduled PMs? _____
- Subtotal (Service Quality):** _____ / 25

OVERSIGHT & INTEGRATION

Score (1-5)

- Is there a **designated program lead** coordinating between Facilities, HTM, and Nursing? _____
- Are **Quarterly Reviews or program meetings** held to align goals and share data? _____
- Does the program track and analyze **trending data** (downtime, misuse, user error, warranty claims)? _____
- Are **AEM plans, replacement strategies, and decommissioning** reviewed annually? _____
- Does the team operate with a **collaborative mindset** — regardless of whether staff are internal or external? _____
- Subtotal (Oversight):** _____ / 25

Total Score: _____ / 75

Scoring Guide:

- **60–75:** Gold Standard – high accountability and full-program visibility
- **45–59:** Strong – consistent but room for optimization
- **30–44:** Developing – inconsistent coverage or unclear ownership
- **Below 30:** At-Risk – likely gaps in safety, cost control, or uptime

Not Happy with your Score? Emeritus can help!

Provided by:**Emeritus Clinical Solutions, Inc.**

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Sheneka Rains, Bed Maintenance Solutioneer

888-364-3817

www.emerituscs.com | sheneka@emerituscs.com