



Hong Kong Healthcare

Improving Safety and Efficiency through Training

Training Case Study

Location: Hong Kong Hospitals

Challenge: To improve risk assessment, maintenance, communication and record keeping through training.

Solution: The delivery of a series of BOM, iBOAS and Risk Assessment Training Courses to boilerhouse operatives, maintenance staff and management.

Results: Better safety, reliability, efficiency and longevity of Hong Kong hospital's boilerhouse plant through improved knowledge of its operating and maintenance staff and their line managers.

During the summer of 2016 there was a reportable boiler explosion in a Hong Kong hospital. Fortunately there were no casualties or injuries resulting from the blast. There was however extensive damage to the boiler plant room, causing serious disruption to the hospital's operation, patients and staff and resulting in significant costs.

Third party issues

The boiler involved was over 20 years old and, despite being operated by the hospital itself, the Hong Kong Government's Electrical & Mechanical Services Department (EMSD) were responsible for managing the hospital maintenance. The EMSD had engaged the services of a third party sub-contractor to look after the boiler plant.

Cochran are brought in

Following the blast, in addition to being asked to supply the replacement boiler, EMSD also engaged Cochran as recognised 'expert witnesses' into the causes of the explosion. During Cochran's investigation it was apparent that there were a number of management issues at the site that had contributed to the events leading up to the explosion.

These included lack of effective risk assessment; issues within the processes for selection and management of contractors; standards of maintenance, communication and record keeping; and finally the inadequate provision of training for management, operation and maintenance staff.

The Cochran Solution

As a consequence of the investigation an action plan was put in place. In addition to Cochran undertaking an immediate survey of all Hong Kong's hospital boilerhouses to ensure that similar incidents couldn't occur, a dedicated training programme was then developed and implemented. Working alongside the Combustion Engineering Association (CEA) Cochran put in place a training programme covering Technical Boilerhouse Risk Assessment for the EMSD engineers and iBOAS for operation and maintenance technicians.



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The Cochran Solution, continued

These Technical Risk Assessment courses have now taken place both in Hong Kong and the UK. Senior EMSD engineers and managers have also visited examples of facilities operating best practice in the UK. Fifteen EMSD are now properly trained in the basics of undertaking a Technical Risk Assessment. They are now in a position to risk assess the processes and procedures across all of Hong Kong's hospitals.

The first iBOAS course was held in March 2017 in Hong Kong. Eight candidates attended the Cochran-operated training; with every one of them successfully passing the examinations and assessment interview process.

There are now plans in place to undertake further iBOAS training for the hospital estates. Cochran Boiler Operator and Maintenance (BOM) training courses are now also available for Cantonese speakers, delivered by Cochran's local office in Hong Kong.

Cochran Training

Cochran are a leading trainer for the managers, operators and maintainers industrial boiler plant. The dedicated Training Department offers a suite of courses; from one day introductions to CEA-accredited BOAS and international iBOAS courses.

Cochran strictly limits numbers of candidates on these courses, maximising training benefits over profit. This close focus on quality, rather than quantity, means they achieve an industry-beating 90%+ pass rate for BOAS courses. Cochran is also highly respected for its specially tailored boiler training delivered at client facilities.

The complete range of Cochran courses can be viewed at cochran.co.uk/training.aspx or simply call the Cochran Training Department on +44 (0)1461 202 111.



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