



Management of linen losses

A positive approach to a manageable cost





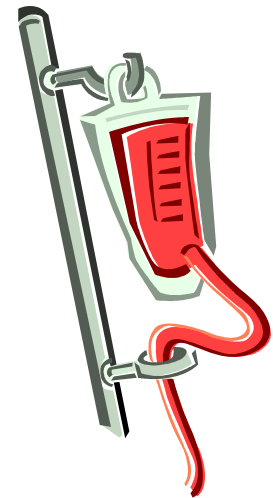
First steps.....

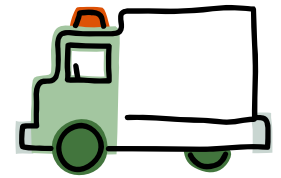
- Calculate your 'cycles to failure' item by item
- Compare your ctf's with Society benchmarks
- Target the two or three items which offer potentially the biggest return



Let's look at a typical laundry..

- It's producing 56,840 pieces/week
- It uses polyester cotton sheets
- It injects stock on a monthly basis before holidays
- It records stock injections
- It has just enough stock.





Documenting linen injections

Item	Issues /year £	Inject'n /year to date	Inject'n cost £	No of cycles to fail're	Dep'n per cycle	Cost per bed /year
Sheet	840,400	9,010	20,137	93	2.40p	£16.24
Draw sheet	161,450	1,190	2,170	136	1.34p	£1.75
Pillow case	597,120	11,520	6,590	52	1.10p	£5.31
Towel	414,090	5,510	5,640	75	1.36	£4.55
Total						£79.83



Let's target sheet losses.....

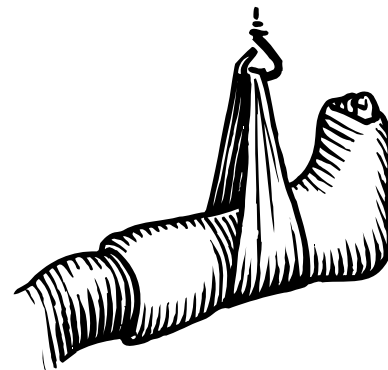
- First list down all of the possible loss routes...
- ...then decide what can be done about each.





Loss routes....

- Chemical damage
- Irremovable staining
- Over deliveries
- Wrong deliveries
- Unauthorised issues
- Hoarding
- Theft
- Incineration
- Abuse
- Mortuary losses
- Ambulance losses



Chemical damage....



- 200 ctf from bleach damage is now historical
- Modern systems can achieve over double this!
- Use the 25-wash test-piece
- Allow an increase of 3.0 fluidity units per 25 washes.
- Check the iron in the system!

Irremovable staining.....

- Use the 1-wash test piece
- Compare your scores with the Society benchmarks
- You have to *wash* out the protein stains from blood and body fluids
- You should only bleach the vegetable dye stains from tea, coffee and red wine



Incineration.....

- “I thought it was too messy for the laundry to handle.....
-so we put it into a yellow bag for clinical waste!”
- You need to educate all of your customer users.....regularly!
- It's not your job but if you don't do it no one else will!



Mortuary losses.....

- Uncontrolled sheet usage averages 2 sheets per corpse.
- On one site this proved to be 25% of the annual sheet purchases!
- None of this is being invoiced to the mortuary customer.
- None is being returned by the undertakers.



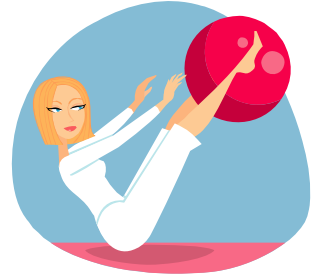
Ambulance losses.....



- No one wants an ambulance service customer.....
-because all they do is take your linen and leave it somewhere else.
- Many ambulance services survive just by scrounging.
- If one A&E department denies them they cosy up to the next.
- Astute laundries set up return routes.



What targets can we set?



- Management of the main linen loss routes is worth at least 10% and up to 25% of the linen purchase budget.
- There is very little expenditure needed – just lots of detailed hard work.
- The record for any one linen pool is over 600 ctf.
- The record for NHS sheets is 175 ctf.
- Where are you?



Thank you and good luck!