



*A Strategic Approach to Enhance  
Logistic Management in Wards –  
Application of Quantitative Correlation  
Ratio of Daily Patient Admission to  
Topping Up System in Linen Supplies  
at Kwong Wah Hospital*

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# *Background*

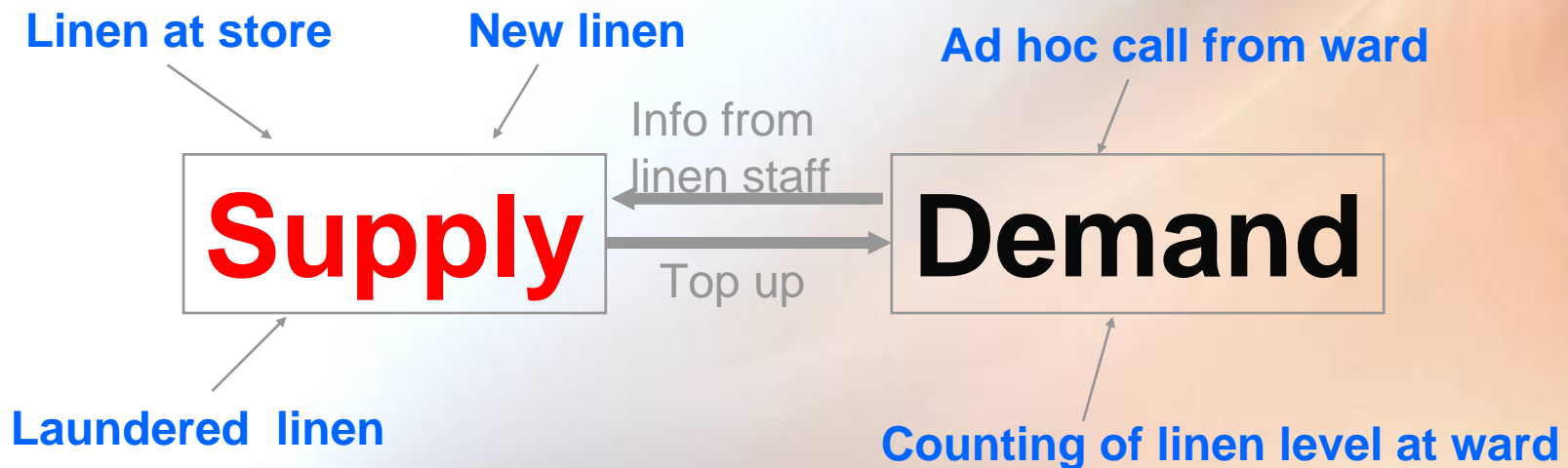
- **Linen Supply is always a headache affecting**
  - efficiency of ward operation
  - standard of patient care
- **To the worst, induce conflicts between**
  - ward and linen supply staff
  - ward staff and patients

# *Linen Supply Management*

- **KPI of linen supply**
  - Supply > Demand ~ space problem
  - **Supply = Demand ~ optimum**
  - Supply < Demand ~ affecting patient care
  
- **Usually the condition is “Supply < Demand” Why??**

# Supply Management

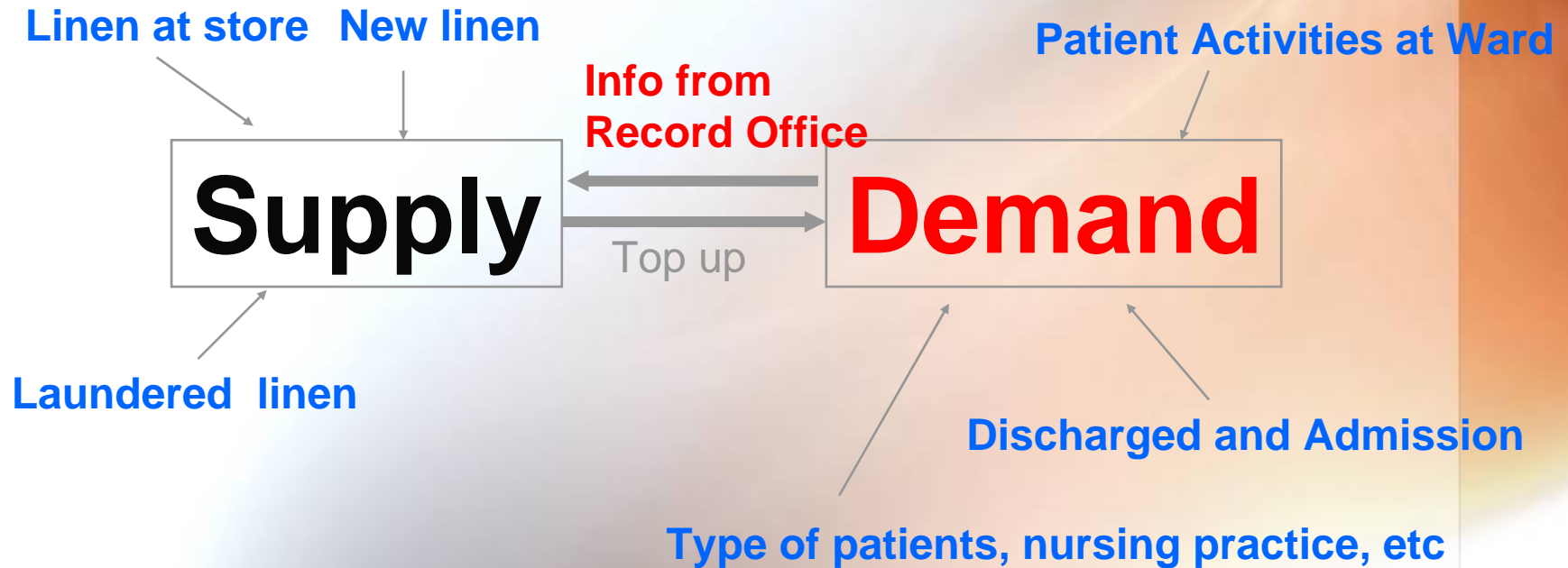
- **Commonly used model**
  - Topping-up with manual counting
  - Used for years in linen supply at KWH



**What is the CORE problem??**

# *Demand Management*

- **What is the real DEMAND??**
- **What is the real need at WARD??**
- **Patient activities at wards**



# *Refocusing from Supply to Demand Management*

- **To create a new topping-up mechanism to ensure linen supply meeting daily operation of wards in optimum level by establishing a correlation between linen consumption and in-patient activities statistic**

# *Process*

- 1. Review the linen consumption data**
- 2. Correlate the consumption data with in-patient statistics**
- 3. Set out formula for respective linen items**
- 4. Validate the formula**
- 5. Implement**

# *Continuous Review*

- **Regular audit on linen consumption against topping-up level**
- **Record and investigate ad hoc requests**
- **Keep close communication with users on change in linen usage habit and pattern**
- **Fine tuning of formula is required when deviation is found or there is change in nursing practice**



# *Outcome*

- Using in-patient data in provision of linen is proven **feasible** and **reliable**
- **Manpower saved** in manual counting
- **Ad hoc requests reduced by 47%**, and so as workload to ward and linen supply staff
- **Nurses can concentrate on patient care** instead of supporting services at wards

# *Conclusion*

- Patient activities in the hospital that create the requirements of logistic
- Refocus from supply to demand management
- Convert information into correlation for logistic management
- From reactive to proactive admin service
- Just-in-time logistic management is made simple and easy

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*- Thank you -*