



Service Priorities and Programmes Electronic Presentations

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Continous Quality Improvement: Improving soiled linen segregation and handling

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Introduction

The linen service of Our Lady of Maryknoll Hospital (OLMH) is carried out by in-house staff with commonly used topping-up model. The soiled linen is collected to soiled linen room by the linen chute or designated cart by ward/department staff. Although United Christian Hospital (UCH) is the launderer, staff of the Linen Exchange Room (LER) of OLMH are responsible for unpacking the soiled linen from the laundry bag, segregating the soiled linen, repacking the soiled linen into the used laundry bag according to different linen items and finally putting all repacking (with soiled linen inside) laundry bags on the designated cart for collection by UCH staff. Those soiled linen are required to be unpacked and segregated by UCH staff again before laundering.

Objectives

1.To improve the workflow of soiled linen segregation and handling; 2.To save manpower; 3.To improve the manual handling operation in order to provide a safe working environment to staff

Methodology

Working group comprised of Laundry Management, frontline staff, OSH coordinator and ICN had been formed to study thoroughly the workflow. Advice from expert of Labor Department had been sought on soiled linen segregation inside LER in perspectives of layout design, ventilation and safety precaution, etc. The following measures were adopted with support of UCH laundry management: 1.As agreed with UCH laundry management; soiled linen could be sorted into 7 categories according to its laundry practice instead of over at least 40 categories; 2.Sorted soiled linen could be placed in container with cover instead of putting back into used laundry bag; 3.15 newly designed linen carts with cover had been procured and adopted so that soiled linen could be placed inside without laundry bag.

Result

After the implementation of the project; both OLMH and UCH have earned benefit in term of operation and manpower since the segregation procedure has been simplified.

UCH need not unpack the laundry bags and segregate the soiled linen again. OLMH need not repack the sorted soiled linen into the used laundry bag and upload them onto the hand truck. For OLMH, each staff has saved 1.5hrs daily (total saving in 4.5hrs/day as 3 staff deployed in LER, i.e. nearly save 19% workforce). The sick leave rate has also decreased by 3-fold from 4.3 days/head/year to 1.3 days/head/year.