



Service Priorities and Programmes Electronic Presentations

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Rationalization of Shum Wan Laundry, Hospital Authority

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Introduction

In the past, the operation of Shum Wan Laundry was under the management of Correctional Services Department (CSD) with a service demand of 4.85MnKg per year. Review on laundry services conducted by Business Support Services Department in 2009/10, identified the capacity issue facing HA in the coming decade due to service expansion through redevelopment and approved projects for new hospitals, outsourcing Shum Wan Laundry was considered a strategic development and a viable option to mitigate capacity risk for laundry services in HA.

Objectives

1. To maintain sustainable laundry services for catering the needs of hospitals 2. To achieve efficiency savings, improve the quality of services and upgrade the facilities and operating technology 3. To ensure an uninterrupted supply of laundry service by designing and maintaining the business operations

Methodology

Project Steering and Monitoring Committee have been set up since Feb 2012. The major purposes of the committee are as follow: 1. Monitor the implementation of all transition plans to ensure the handover of Shum Wan Laundry is on-schedule and possible contingency situation 2. Establish service management and monitoring mechanism of contractor service 3. Ensure the services provided by the outsourced contractor are up to the HA standard according to the Key Performance Indicator 4. To explore improvement plan for enhancing laundry service

Result

Since the service contracted out in July 2012, Shum Wan Laundry has taken over the laundry services of MacLehose Medical Rehabilitation Centre, East Wing of Kowloon Hospital, Haven of Hope Hospital and North Lantau Hospital with a total of 11 hospitals/clinics. The monthly washing production quantity reached 1,100,000 pieces

in December 2013, with an increase of 37.5% in comparison with the workload at the beginning. Through the adoption of the below strategies, the objectives of improving quality services and providing an uninterrupted supply of laundry service were also achieved: 1. New equipment and machines acquisition 2. Logistic review 3. Introduce incentives scheme to increase productivity 4. In the aspect of improving quality of laundry service, Key Performance Indicator was set to safeguard the service quality to ensure it is up to an acceptable level. In the recent Customer Satisfaction Survey 2013 revealed that all serving hospitals ranked an above KPI standard rating for the laundry service performance, 5. Sustainable and continuous improved laundry services could mitigate the stresses faced by wards staff under the increasing demand on linen articles and higher expectation for hospital services by public.