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Patient Catering and Laundry Services Management in Hospital Authority

10:45 Room 221

Process Improvement for Hospital Laundry Services

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Healthcare linen are fabric products that touch patients and employees directly or indirectly on a daily basis. Laundry of healthcare linen is a recognised support service which not only ensures the prevention and containment of hospital infections, but also contributes to hospital image. Typical laundry processes for healthcare linen include linen unloading, sorting, washing, drying, ironing, packaging, quality control, storage and transportation. In order to improve patient safety and quality on healthcare linen laundry services in HA, the Hong Kong Productivity Council (HKPC) was commissioned to conduct a consultancy project on reviewing the laundry services (excluding anti-biological laundry process) in HA laundries and to provide recommendations on areas of improvements. On-site visits to HA in-house laundries, HA contract-in laundries, laundries operated by Correctional Services Department and commercial contractor were carried out. Gap analysis was conducted to identify areas of improvement on current practice in HA laundries against the local/international practices and standards, with recommendations for improvement being made based on the applicability to the actual operation of laundry services under HA.

This presentation will highlight some of the key findings during the consultancy study, and will share the insights and directions of recommendations for better process control and improvement for hospital laundry services under HA.