

## State of the Art Washing at UHS

**E**ach year UHS improves its production operation through capital investment. This year UHS embarked on a \$2.1M

sensors, a 54 bar press, and the ability wash in as little as .35 gallons of water per pound of linen.



(New Kannegiesser Tunnel Carefully Entering UHS Facilities)

project that included purchasing a Kannegiesser tunnel washing/extracting/drying system capable of producing over 7,000 pounds per hour. This state of the art system includes the latest technology such as infrared drying

The extracting and drying processes are so efficient that we expect to see over three loads of full dried product per dryer hour verses the current two. This allows us to use less dryers thereby reducing the cost of the system.

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## Managing a Linen Room

**Y**ou may or may not know it, but managing a linen room is a pretty big responsibility! If you run out of linen, you hear it from nursing and other front line users. Patient care could be affected as well, and that's certainly not acceptable! If you have too much linen in your room, don't let the administrators in... you're now

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# Managing a Linen Room

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wasting linen and hurting the other members of the Co-op that need that linen. So, how do you find the right balance?

order is estimated by multiplying your par on each item by 7, then dividing by the number of deliveries to your facility. Most

hospitals serviced by UHS receive deliveries 6 days per week.

Here's an example of establishing a standard order. We'll use blankets as the product. Blanket usage is estimated to be 100 blankets per day. Your standard order would then be  $100 \times 7 = 700$ , divided by 6; yielding 116 blankets. Let's round that to 120 to be safe. That should build up enough stock over the 6 days of delivery to carry you through the one day where no delivery is made.

Now, as mentioned above, if census is higher or lower than normal, an adjustment to your order should be made to keep

your par in the linen room at the correct level. United Hospital Services accepts linen adjustments on a daily basis. Using the Linen Order Form tailored to your account, email or fax your adjustment

in by 9:00am for the next



(Linen Count & Adjustment )

The first step in this whole process is to establish the correct par level; whereas a par is the quantity of a linen item needed in one 24-hour period. Having good historical data of linen usage is key for establishing a good, reliable par.

Once a good par is set, how do you go about keeping it that way? With patient census going up and down daily and the varying demands for the different types of linen, that could be a little tricky. Each day, the linen order begins with your "Standard Order", the standard quantities of each linen item you use daily. The standard



(Linen Security)



# Managing a Linen Room

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day's delivery. So, continuing with our blankets example, let's say all the floor carts are stocked for the day and you do an inventory count of what's left over. If you have 20 blankets left, you would subtract 20 from the next order. The correct way to fill this sheet out is with a +/- amount. When we key in your order, the standard amount of each item is automatically populated, so we only need the adjusted amounts. Sometimes you may need to cancel an item entirely. In a really good system, letting a Standard Order come daily should suffice.

Now that you have a well-established system, it is wise to keep control of it. UHS recommends that linen storage areas should be locked when unattended. And to really know what's going on in your linen room, a log sheet should be created and used to show what was taken from the room dur-

ing afterhours. Another tip UHS would like to pass along is the importance of keeping delivery carts rotated. Carts are expected to return within a timely manner. Once a cart has been out of our system for 14 days, it is considered late. Late cart fees can add up quickly. Getting in the habit of using the carts just delivered and sending soil back in the carts that have been at your facility the longest is a good practice. Consolidating carts to create more soil carts is important as well. Soiled linen takes up more space and weighs more than nicely folded, clean linen. It weighs more due to the soil factor and water weight; water from bath towels, washcloths, mops, rags, etc. Returning as much soiled linen as possible is very important to continue the linen rotation in the system. As you can see, consolidating clean linen to get that extra empty cart or two is vital in linen management... it also

makes it easier for you to count the clean when it's all together.

Lastly, creating your linen management program can and should be done with the help of your UHS customer service representative. Programs that are successful are those that are more of a partnership between your facility and UHS. Don't be afraid to use your customer service representative for their knowledge and access to pertinent data. Your representative should also be familiar with your facility and visit regularly. They can offer suggestions based on what they see; address any inventory concerns; and discuss any new products, services, or industry trends. UHS customer service representatives are encouraged to work for the facilities and help you create a manageable linen process. Contact your representative today and build that managed linen room!

## United Hospital Services, LLC - Linen Order Form

<b>Account</b>	<b>UHS Customer</b>	<b>Contact Name</b>	<b>Linen Manager / Employee</b>
<b>Department (optional)</b>		<b>Del. Date</b>	<b>11/11/2020</b>
		<b>Phone #</b>	

General Linen			Wearing Apparel		
Item	Quantity	Description	Item	Quantity	Description
99		Reusable soil bags	524		White Tail Surgery Gowns (B grade)
101	+1700	Isolation Gown - micro	542 (B)	{R}	Scrub Shirt - XS
102	+50	Patient Gown	544 (B)	{R}	Scrub Shirt - Small
103		IV/Telemetry Gown	546 (B)	{R}	Scrub Shirt - Medium
104	+600	Pillowcase	548 (B)	{R}	Scrub Shirt - Large
105		Magna Patient Gown	550 (B)	{R}	Scrub Shirt - XL
106	+400	Sheet	552 (B)	+40	Scrub Shirt - 2XL
107	+200	Contour Sheet	553 (B)	{R}	Scrub Shirt - 3XL
108	+440	Draw Sheet	555 (B)		Scrub Shirt - 4XL
109		Mammography Cape	554 (B)	{R}	Scrub Pant - XS
110		Bath Towel	556 (B)	{R}	Scrub Pant - Small
111	+40	Magna IV Gown	558 (B)	+100	Scrub Pant - Medium
112	+1000	Washcloth	560 (B)	+100	Scrub Pant - Large

(Order Adjustment Example)



# The Six Week Linen Review

## Six Week Delivery Standard Modification

- UHS evaluates the standard order for accounts regularly
  - Linen usage is not static throughout the year and changes seasonally
- Linen usage is evaluated using a six-week average
- The goal is to reduce the number of daily adjustments and normalize demand

## Standard Order Adjustment Example

	Average Delivered	Calculated Daily	New Daily Standard	Old Daily Standard
104 - PILLOW CASE	6,223	1,037	1,050	1,200
105 - PATIENT GOWN - MAGNA	58	10	10	20
106 - SHEET	6,158	1,026	1,050	1,260
107 - CONTOUR SHEET	1,634	272	280	380

## Standard Order Modification Example

	6/28/2020		7/5/2020		7/12/2020		7/19/2020		7/26/2020		8/2/2020	
	Standard Quantity	Delivered Quantity	Standard Quantity	Delivered Quantity	Standard Quantity	Delivered Quantity	Standard Quantity	Delivered Quantity	Standard Quantity	Delivered Quantity	Standard Quantity	Delivered Quantity
104 - PILLOW CASE	7,200	4,400	7,200	6,150	7,200	7,290	7,200	7,200	7,200	5,700	7,200	6,600
105 - PATIENT GOWN - MAGNA	120	90	120	45	120	40	120	90	120	60	120	20
106 - SHEET	7,560	4,150	7,560	6,530	7,560	7,330	7,560	6,930	7,560	4,750	7,560	7,260
107 - CONTOUR SHEET	2,280	1,190	2,280	1,350	2,280	2,230	2,280	2,200	2,280	1,230	2,280	1,605

These illustrate the importance of performing a 6 week review.

1. Helping the Co-op by making linen available without having to inject more product. Those 4 items in the example returned 470 pieces of linen to the plant every day. So take that times the 64 hospitals and picture the amount of linen that is out there not being used.
2. Helping the customer by reducing the use of the daily adjustment sheet and rushing to have it turned in by 9am every day. If product requirements go up that's fine that's what the adjustment sheet is for and in another 6 weeks the standard shows that those items you adjusted need to be increased then we simply make the change.

Standard modifications save the co-op, the hospitals, and the staff time and money. Letting your customer service representatives help you maintain these standards will help you with the other tasks, and is essential to the operation of the plant, making it a win-win for all.

**Comments,  
Questions, or  
Concerns?**

We want to hear from you! If you have a concern or feedback that can be used to help improve our service, please call us at **317-899-4050**

# COVID 19 & The Workplace

**C**orona Virus or what we now call Covid 19 hit 2020 hard. Regardless what it is called, Covid 19 has affected us all in one way or another and UHS was affected too.

We had plans to install the new tunnel system in April, but due to delays and concerns regarding this pandemic it had to be stored for a few months and was just recently completed.

We dealt with illness and staff concerns like everyone else, but we followed recommended guidelines to prevent the spread of the illness and made

all PPE and hand washing products available to staff.

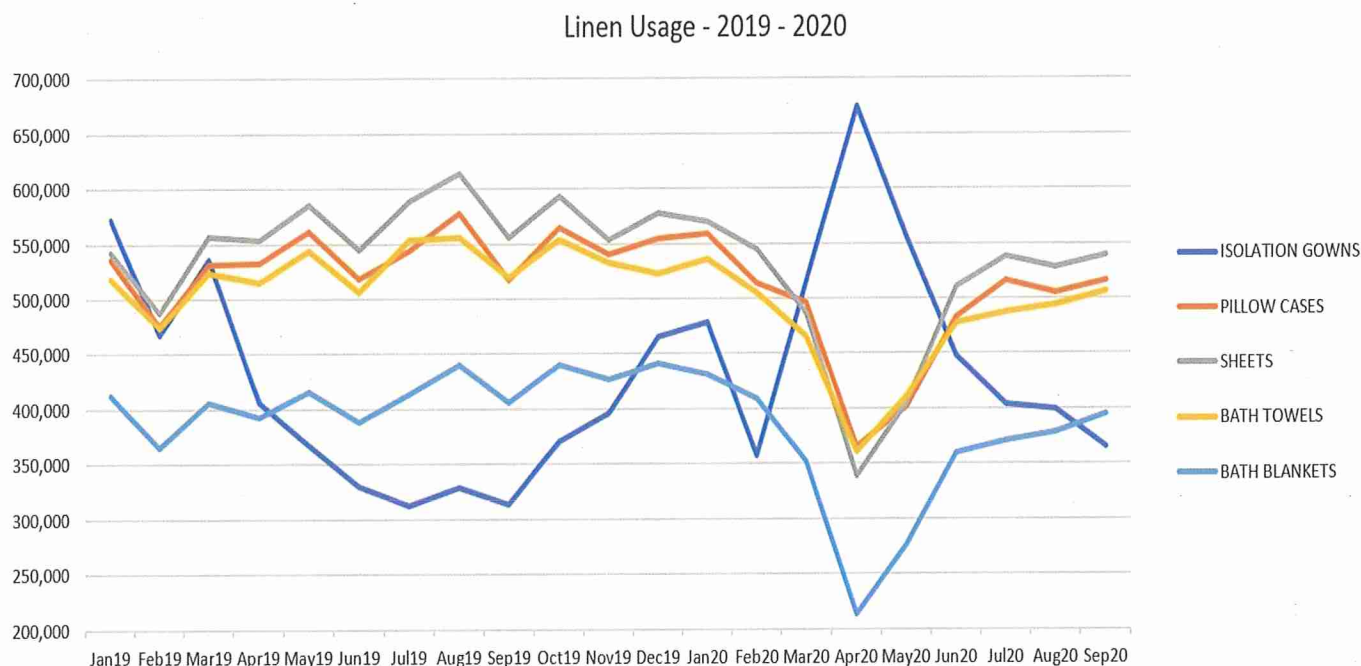
UHS saw changes in our customer daily linen requirements that required us to make adjustments in the plant and in the way we distribute the product to ensure personal protective equipment was available to all the facilities that use them.

Plant production dropped more than a million pounds during the months of April and May while the production of isolation gowns (PPE) dramatically grew from 316,000 gowns in April 2019 to 534,000 gowns in

April of 2020.

Production adjusted its daily staffing assignments to meet the demand for the isolation gowns as well as managed to prevent employee layoffs. The isolation gown usage requirements have gradually reduced and are currently back down to pre-pandemic numbers, but UHS is prepared to support the members of the co-op if a resurgence occurs.

Below are some examples of the changes we saw this year.





# State of the Art Washing at UHS

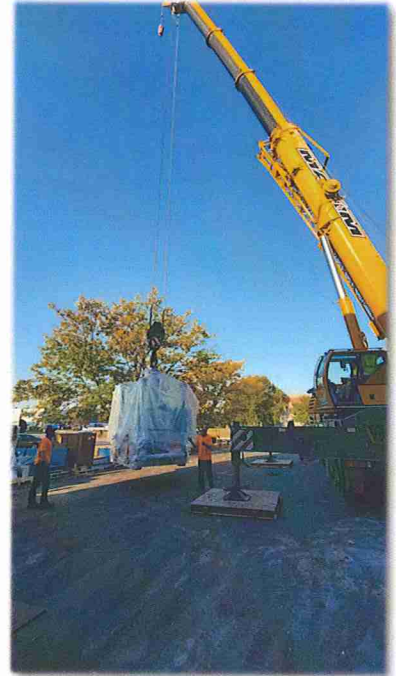
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The tunnel washer is 65' long and needed a "shoe horn" to fit it into the building. The press weighs a whopping 60 thousand pounds and required us to lay a 24" reinforced concrete pad to set it on. It also required a crane complete with 92 thousand pounds of counterweights to lift it off the truck.

The project from start to finish

took 8 weeks and was completed on 10/31. Our two 1994 - 16 module Milnor tunnel systems were dismantled and scrapped as part of this project.

Schedule your tour of our facility to see this equipment in action.



(Lifting the 60,000 LB Press)



(Tunnel Install)



(Finished Tunnel Install)



(New Dryer Line)



(Installed Press & Dryer Controls)



# Foreign Objects in Soiled Linen

United Hospital Services receives over 900,000 pounds of soiled linen weekly. Mixed within this linen are a wide variety of foreign items such as trash, unused disposable products, watches, rings, wallets, dentures and medical devices. While these items do not pose a threat to our workers, sharps are an ever-present danger to the soil sort workers. Every sharp that is left in soiled linen poses a threat to our em-

ployees. For the first 3 quarters of 2020, over 330 sharps were returned in soiled linen to UHS. Needle sticks and other sharps-related injuries expose our employees to bloodborne pathogens. United Hospital Services takes every precaution available to help protect our employees. Through the shaking of linen and not allowing our staff to put hands in pockets or hemmed corners, we continue to reduce the probability of injury to our employees.

While these practices help prevent exposure, they do not eliminate the possibility. Excluding sharps from the soiled linen is the only way to eliminate the risk to our employees, and this can only occur at the hospitals. Proper handling of sharps at the point of use will help reduced the spread of bloodborne pathogens and limit potential injury to our employees.

Received From Customer Date from 1/1/2020 to 9/30/2020	
Code - Description	2020
850 - SHARP - SYRINGE	7
851 - SHARP - NEEDLE	308
852 - SHARP - SCALPEL	5
853 - SHARP - PHARMACEUTICAL	13
855 - PATIENT POSITIONER	9



Received From Customer Date from 1/1/2020 to 10/26/2020	
Description	2020
Grand Total	189,980 Lb



Managing Medical Linen Since 1964

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Indianapolis, IN 46235

## Lost & Found Procedures

To report lost patient and hospital items you can call 317-899-4050 and press –116- for assistance. A helpful employee will ensure a lost item report is filled out for you. Alternatively, you can also fax a completed form to 317-890-3160. A blank copy of this form can be found in your UHS policies and procedures manual.

It is very important to give a complete description of the item with a contact name and information, as well as to have items such as T.V. remotes, instruments, and monitors marked with your hospital's name.

You should receive a response within 48 hours letting you know if the item was found. If not found, we will continue to look for items reported lost for two weeks.

