Linen Service Committee Meeting
Thursday, November 27th, 2008.
10:30 a.m.
Conference Room
London Hospital Linen Service

Agenda

• CALL TO ORDER
• APPOINTMENT OF CHAIR
• APPROVAL OF MINUTES OF MEETING HELD ON APRIL 3, 2008
• CUSTOMER SATISFACTION SURVEY RESULTS
  – presentation by Sandi Stride (Stride & Associates)
• LINEN INVENTORY RESULTS
• SLIDER SHEETS AND KNITTED-FITTED PILLOWSLIPS
  – presentation by Chris Pompeo (MIP)
• LINEN FAIR UPDATE
• NEW BUSINESS
  – Micro mops
  – Cleaning cloths
• OPEN FORUM
• ADJOURNMENT
Customer Satisfaction Survey

Sandi Stride
President,
Stride & Associates

• Presentation & Interpretation of Results
• Follow up and Next Steps...

Methodology

• 1000 surveys hand-delivered
• Completed surveys sent in pre-addressed envelopes direct to research company
• Total response: 601 completed or 60.1% versus 52% in 2006
  49% in 2004
• Statistical tests significant at 95% confidence level
New Questions

• “I feel that LHLS provides innovative solutions to our needs”
  - Average score 74.1  “Agree somewhat”

• “I feel LHLS is proactive in meeting our changing needs.”
  - Average score 75.9  “Agree somewhat”

Linen Quantity
Linen Quality

![Graph showing average scores for different aspects of linen quality over years 2004, 2006, and 2008. The aspects include Overall Cleanliness, Overall Appearance, Worn-out items removed, and Gowns have Ties.]

Delivery

![Graph showing average scores for different aspects of delivery over years 2004, 2006, and 2008. The aspects include Linen on Cart is Neat and Delivered on Time.]

Overall Cleanliness   Overall Appearance        Worn-out items removed  Gowns have Ties

Linen on Cart is Neat                                                      Delivered on Time
On-Site Visits

Other Contact with LHLS
Linen Inventory 2009

- Scheduled for the week of …

October 5\textsuperscript{th} through Oct 9\textsuperscript{th}, 2009.

New Product Development

- Chris Pompeo
  - Regional Sales Manager and Product Specialist, MIP
- Patient Repositioning Sheet
- Knitted Fitted Pillow Case
  - Implementation Plan
  - Features and Benefits
  - Efficiencies
Patient Repositioning Sheet

Knitted Fitted Pillow Case

- System Wide Rollout
  - First Quarter 2009
- Features
  - Longevity
  - New Technology Fabric
    - 4.6 oz/yd²
  - Energy efficient
  - Stain resistant
  - Colour fast
Microfibre Cleaning Products

- Responding to Customers Requests
- Provide innovative services
- How does microfiber work?
- How much does it cost?

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**Microfiber features**

1. Strong, lint-free, ultra-fine fiber
2. Polyester/polyamide fibers that are split to 1/1000th the diameter of a human hair
3. A dense matrix that enables microfiber products to hold six times their own weight in fluid
4. Splitting fibers create hundreds of thousands of microscopic channels that capture, absorb, and remove dust
5. Positively charged microfibers attract negatively charged dust and dirt, enhancing your cleaning performance

microfiber mop results in superior cleaning over conventional loop mops.
The following cost savings information is based upon a 200 patient room hospital. Figures for your facility will vary slightly, but this serves as a reliable cost comparison guide.

4 ways to save with microfiber

mop costs | up to $12,269 in savings

- MicroMax 32: $4,051
- MicroMax: $4,435
- Traditional: $16,320
**labor costs** | up to $28,000 in savings

**water costs** | up to $2,772 in savings
4 ways to save with microfiber

SUMMARY

- Annual Savings in Mop Costs ................. $12,269.00
- Annual Savings in Water Costs .............. $2,772.00
- Annual Savings in Chemical Costs .......... $4,665.89
- Annual Labor Savings ..................... $28,000.00

Total Projected Savings ...................... $47,706.89
Adding Value through Communication & Education:

LHLS Linen Fair

Linen Fairs Completed to Date:

- St. Joseph's Parkwood Hospital
- Hotel-Dieu Grace Hospital
- The Alexandra Hospital
- Chatham-Kent Health Alliance
- SMGH Stratford Middlesex General Hospital
- Windsor Regional Hospital

*Our Family Caring For Your Family*
BEST PRACTICES

LINEN COSTS
EDUCATIONAL GAMES

SITE INFORMATION
LHLS INITIATIVES

GIVE AWAYS
Feed Back

- “Thank You. I’ve learned a lot!”
- “When will you be back?”
- “Thanks again. I love my new robe.”
- “We are looking forward to learning more about how to control our linen.”
- “I had no idea about these costs.”
- “I won’t be doing that again...”
Facts & Figures

- More than 850 participants
- Including a wide range of departments
- Fairs have been held in 6 facilities to date
- With 2 Linen Fairs still booked for 2008
- 20+ facilities still to schedule
- Displayed more than $100,000 in unclaimed OR instruments

Challenges

- Increase overall attendance
- Visit staffing areas the day of the Linen Fair
- Staff having permission to attend during non-break times
- Improve number of Admin staff and managers.
- Collect contact info and extend personal invites
- Providing follow-up
- Send Email outlining attendance and feedback
Measuring overall success

Track attendance by site year to year
This growth of this number will reflect our success at marketing the Linen Fair.

Introduce a NEW Benchmark
( # of Units / Carts Shipped)
Calculate for each site
• Decrease in this number will reflect improved efficiencies.

Getting invited to conduct a Linen Fair

Increase priority
Pursue commitments from key contacts

Designing NEW modules
Plant Procedures
Gore® Elbow Lean Testing
Sterility Assurance
Barrier Performance
Barrier Repair

GORE™ Elbow Lean Test
Our EcoCare promise influences almost every decision made at LHLS

The LHLS Sustainability Promise

As an environmentally and socially responsible operation, LHLS strives for excellence in a safe, respectful partnership with our employees, customers, vendors, communities and the environment. In this way, we assist our customers in their mission of care.

"As an employer of choice and an environmentally responsible corporate citizen we will demonstrate integrity in all we do."

By giving back, we all get more.

It isn’t often that you hear about a company giving money back — but we have returned hundreds of thousands of dollars in energy rebates to our customers.

By finding more innovative ways to assist our customers in their mission of care while reducing our collective environmental footprint, LHLS gives back – in more ways than one.

www.lhls.on.ca
THANK YOU...

We would also like to thank our vendor partners...