

A study on Controlling the Inventory levels of Linen In Cloudnine Hospital, Bangalore

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Index

1. Introduction
2. Rationale
3. Research Question
4. Objectives
5. Methodology
6. Analysis and Results
7. Recommendations
8. References

Introduction

- I have done my dissertation from Cloudbine Hospital.
- Cloudbine is a single specialty hospital chain for Maternal and Child Care.
- Circulating inventory is the quantity of linen which is being actively circulated throughout the linen cycle, as opposed to being stored in boxes, waiting to be injected into the cycle.
- Inaccuracy in calculating the circulating inventory may lead to shortage or surplus of the linen. Therefore, controlling the circulating inventory of linen is an important part of linen management.

Introduction cont...

- I was given the responsibility to handle the linen services of the hospital because every month the inventory levels of linen in the linen room was going down.
- The Housekeeping department of the hospital was facing an issue of shortage of bed linen in the IPD .
- The cause of this shortage was identified as linen loss
- There was a need to reduce the linen loss and control the levels of circulating inventory in the linen room.
- The housekeeping department was not following any system for distributing linen to the department.

Rationale

- The hospital wanted to set up a system for linen distribution and reduce the linen loss to control the levels of circulating inventory.
- As a result this study came into picture.

Objective(s)

- **Broad objective:** To Control the Inventory of Linen.
- **Specific objectives:**
 - To calculate par level requirement of bed linen for IPD.
 - To calculate the amount of missing linen in the last six months.
 - To identify the causes of linen loss.
 - To identify the opportunities for improvement.

Research Question

- Q1. What is the Par level demand of bed linen for IPD?
- Q2. What are the causes of linen loss?

Methodology

- Study Duration: 2 Months
- Study Type : Descriptive analytical study.
- Data Collection: Data was collected from the officials of the Hospital which comprises of:
 - Records from linen log register
 - HMIS
 - Inventory reports

Methodology cont..

- The first step was to calculate the par level requirement to set up a system of linen distribution .
- The par level requirement was calculated using bed occupancy rate of the last six months.
- The next step was to calculate the total linen loss, the inventory reports for the last six months were cross-checked to calculate the total missing linen.

Methodology cont..

- After calculating the total linen loss, the causes of linen loss were identified for this the whole process of receiving, distributing the clean linen and sending the soiled linen back to the laundry was observed, and observations were done in the department.

Analysis and Results

- Par Level Requirement of bed linen for IPD
- Total linen loss in the last six months

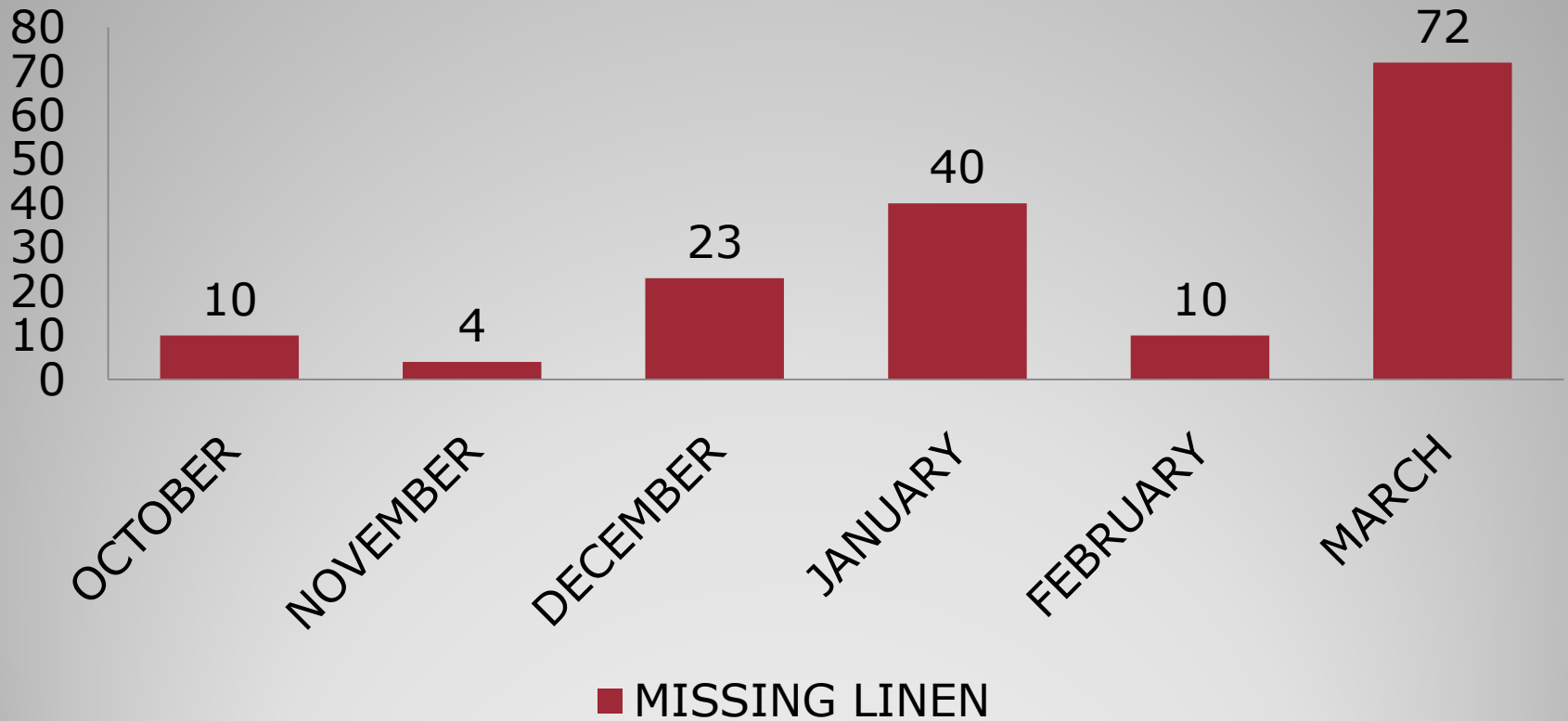
Par Level Requirement

Particulars	Par level requirement
Fitted sheet	63
Flat sheet	63
Quilt	63
Quilt Cover Single	63
Attender sheet	60

Par Level Requirement

Particulars	Par level requirement
Attender Pillow Standard	60
Attender Pillow Cover	60
Standard Pillow	72
Standard Pillow Cover	72
Square Pillow	72
Square pillow cover	72
Blanket	72

Total Missing Linen



Findings

1. **Excessive linen loss:**

Linen loss was increasing every month leading to decrease in circulating inventory of linen. The various causes of linen loss were:

- Improper counting of linen
- Unorganized structure of capturing the data while sending the linen to the respective departments.
- Security Issues

Findings cont...

2. No set guidelines for distributing the linen to the departments

- Linen was distributed on the basis of what is asked by the nursing staff. This was leading to surplus in one ward and shortage in other.

RECOMMENDATIONS

A. To reduce the linen loss following measures should be taken such as :

- Measurement :
 - The documents showing the soiled linen given and the clean linen received should be cross checked at the time of receiving the laundry.
- Proper monitoring :
 - Appropriate format should be there to capture the entire data (clean linen supplied and the soiled linen received) to keep a better account of linen present in departments.

RECOMMENDATIONS

➤ Securing the linen

- The linen carts should be locked.
- Linen room and the utility rooms should be locked.
- There should be limited access to linen room.
- Linen in the vacant rooms should be locked.

B. The distribution of linen should be based on the occupancy rate :

- The distribution of linen should be based on the occupancy report generated by the front desk to avoid the problem of linen loss from the department

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Thanks