OPTIMISING PROCESS FLOW OF LAUNDRY

ETERNAL HOSPITAL

IIHMR UNIVERSITY

ABOUT EHCC HOSPITAL

Eternal Hospital (A unit of Eternal Heart Care Centre and Research Institute) is a state-of-the-art tertiary care hospital in Jaipur city. This landmark Healthcare Institute is the result of the vision of Dr. Samin K. Sharma, world-renowned Interventional Cardiologist based at Mount Sinai Hospital, New York, USA. Founded in 5th October 2013.
Hospital has a capacity of 225 beds. This hospital is accredited by JCI, NABH, NABL and awarded for Nursing Excellence by NABH.

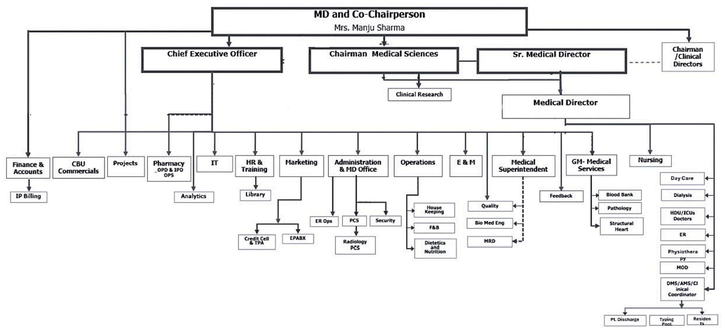
VISION

A centre of excellence in area of medicine with highest international standard at affordable cost for the community around the globe.

MISSION

To redefine healthcare by improving outcomes and experience of patients through cutting edge research and personalized clinical care including innovative, preventive, diagnostic, therapeutic and rehabilitation services.

ORGANOGRAM



LEARNING AND USEFULNESS OF INTERNSHIP

- How different departments coordinate together for smooth operations and efficient delivery of services.
- Turn Around Time
- Quality improvement and patient safety and implementation of national and international standards
- Practical exposure of how the quality department works.
- Development of communication skills.
- Networking opportunities.

DIFFERENCE BETWEEN PRACTICAL EXPOSURE AND THEORITICAL UNDERSTANDING

Theory provides foundation of knowledge, and helps to understand the process going on in real time but practical exposure focuses more on the application, skill development and learning from experience & also how theoritical learning need to be modified according to real time situation so it becomes more useful for patient care.

CHALLENGES FACED DURING INTERNSHIP

- Difficulty in motivating staff to consistently engage in quality improvement activities.
- Unfamiliarity of staff with standard operating procedures of laundry.
- Frequently changing staff unaware about laundry process.
- Lack of motivation in supervisors for training of staff.
- Due to resource limitations difficulty in enforcing SOPs, and SOP's not accessible.
- Communicating with department incharge.
- Different explanations of similar things by staff. (Process flow and recruitment process)
- Staff unable to understand and answer the questions asked.

ABOUT PROJECT

The project focused on auditing the laundry process to identify non-compliance with Standard Operating Procedures (SOPs) of JCI and NABH.

OBJECTIVE

The objective was to ensure adherence to SOPs in the laundry process by: Identifying the deviations.

METHODOLOGY

An observational method was used to identify non-compliance with JCI and NABH guidelines. The entire process of dirty and fresh linen flow was meticulously traced.

SWOT ANALYSIS (LAUNDRY DEPARTMENT)

STRENGTH

- EXPERIENCED SUPERVISOR
- CO-ORDINATION WITH PLANT
- TIMELY INVENTORY
- STAFF TRAINING AND MANAGEMENT
- STAFF READINESS FOR CHANGE IN PROCESS

WEAKNESS

- NEGATIVE AIR PRESSURE NOT MAINTAINED IN SOILED LINEN ROOM
- CHALLAN SYSTEM
- COMMUNICATION BETWEEN WARD AND LAUNDRY STAFF REGARDING DISCHARGE AND PATIENT DRESS INFORMATION
- CONTINOUS MONITORING OF LAUNDRY WASHING PLANT NOT POSSIBLE

OPPORTUNITY

- DIGITAL INDENT SYSTEM
- SIZE ADJUSTABLE DRESSES
- RFID MACHINE FOR COUNTING
- COUNTER SYSTEM TO MAINTATIN HYGIENE

THREAT

- ATTRITION RATE MORE DUE TO CONTRACTUAL STAFF
- LOW STOCK OF LINEN CAUSING HINDERENCE IN IMPROVEMENT (DIGITAL INDENT SYSTEM & NOT DISCARDING LINEN ON TIME)
- PATIENT DISSATISFACTION (MALE AND FEMALE DRESS SHOULD BE SEPERATE)

LAUNDRY PROCESS :-

DIRTY LINEN FLOW

COLLECTING DIRTY LINEN WEARING PPE, HEAVILY SOILED LINEN IN YELLOW BAGS.

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CAREFULLY TRANSPORT COVERED TROLLEY TO LINEN ROOM & SEGREGATION BY CATEGORIES.

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PACKAGE, LABEL SOILED LINEN, COORDINATE PICKUP, LOAD TROLLIES TO LAUNDRY VEHICLE.

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LAUNDRY VEHICLE LOADED, RECORDS KEPT, CLEAN TROLLIES PARKED, LINEN ROOM DISINFECTION.

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PPE'S ARE SAFELY DISPOSED AND HAND HYGIENE IS PERFORMED

FRESH LINEN FLOW

FRESH LINEN IS RECEIVED, TRANSPORTED TO THE FRESH LINEN ROOM, WEIGHED, AND DOCUMENTED.

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FRESH LINEN IS COUNTED, DOCUMENTED, UPDATED IN THE INVENTORY SYSTEM, AND SORTED INTO CATEGORIES.

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FRESH LINEN IS STORED IN LABELED RACKS, COVERED TO PREVENT CONTAMINATION, AND REGULARLY CHECKED.

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FRESH LINEN IS HYGIENICALLY DELIVERED IN COVERED TROLLEYS PER DEMAND.

↓

FRESH LINEN IS DELIVERED, DOCUMENTED, AND THE HOSPITAL INVENTORY UPDATED

OBSERVATIONS

Major gaps identified while tracing the process and their reasons :-

- Missing linen causing improper inventory management.

Reason -lack of communication between ward and laundry staff.

- Patient complaints about their dress specifically females.

Reason - size differences and unadjustability of dress.

- Staff not following SOPs properly.

Reason - lack of training and high attrition rates, No eligibility criteria for staff recruitment.

- Staff complaints about their missing uniforms.

Reason - improper disposing of their uniform by the staff and laundry staff not maintaining documentation properly.

SUGGESTIONS

FOR LAUNDRY DEPARTMENT :-

- Package system should be introduced to prevent missing resources
- Laundry department should be informed about the discharge of the patient and also about the dresses which are charged to patient for inventory management
- Training of the staff should be given on priority basis to implement SOPs properly
- Training regarding disaster codes should be given in every 15 days by the concerned department
- Patient dresses should be made adjustable so female patients are also comfortable
- Uniform documentation should be included.
- proper disposing of staff uniform in the respective places.
- Staff should know basic stitching
- Separate water camper and hand hygiene for laundry staff.
- Bed which is to be occupied by the patient should be kept bed accessories free with prior information or the bed should be put out of the room.
- Guard or slow driving signage should be there along with blood bank signage.
- Mobile ramps for trolley loading and unloading.
- Power backup for computer system in laundry should be provided.
- Separate space should be there outside department for collection of PPE.
- Discarded linen should be managed on mothly basis and timely replacement should be there.

DEPARTMENTS VISITED

These are few other departments which i had the opportunity to visit during internship except laundry department on which i had my project.

- EMERGENCY
- IPD PHARMACY
- TPA & BILLING
- F & B
- A / R MARKETING
- MRD
- CSSD
- IT
- PCS OPD AND IPD (ADMISSIONS)
- BILLING AUDIT

PRESENTED BY -

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