

MEDICA SUPER SPECIALITY HOSPITAL KOLKATA

TITLE : PROJECT ON TURN AROUND TIME ON OPTIMIZATION OF LINENS AND LAUNDRY

SPECIFIC OBJECTIVES/ASSIGNED TASKS:-

- 1) To evaluate adherence level of the standard of cleaning linens as per defined MSH Standards.
- 2) To study process flow and identify reasons for delay for the fresh linens to be shifted to the Wards from laundry.
- 3) To identify the time gap between each process of / steps taken in laundry.
- 4) To access it's accurate recording of the cases of untouched linens.
- 5) To study the outcomes associated with the risk of any major break down of any machines in the laundry.

RESEARCH METHODOLOGY:-

- 1) Area of study : Linen and Laundry
- 2) Study Period : 7th April to 1st June 2015.
- 3) Study Type : Descriptive study.

DATA COLLECTION:-

The study carried out consisted of examining and ensuring the Turn Around Time in optimization of resources in the linen and laundry dept. to assess the criteria for the Turn Around Time in laundry and compared with the standard NABH for laundry criteria check list.

Observational study and interview with various staff was carried out to identify the reasons of delay in the total time taken to complete one cycle of the linens and ultimately ready to use.

FINDINGS:-

- 1) Once a patient is discharged, after that when the House Keeping girls make the bed for the new patient as well as collects the dirty linens and takes them to the laundry, that takes a lot of time.
- 2) The above can be avoided or may be completed in time provided the house keeping girls work in a team of two. For example one of them may remove the bed covers, pillow covers, patient's uniform, blanket covers, etc while the other may lay the fresh linens on the bed.
- 3) Sorting of linens should be done in the wards / floors itself, because if the sorting is done in the laundry then that may delay the process further as there is a chance of the linens getting mixed up with the others which are already there in the laundry, therefore further delay in the work flow.
- 4) The Sluice & Soaking area is occasionally remained unattended. This further delays the cleaning part of the infected linens in the laundry.
- 5) A damage / break down in the boiler delays the process most of the time as the time for drying the linens after washing is wasted / not utilised properly.

RECOMMENDATIONS:-

- 1) Although MSH, Kolkata has the best quality practise as compared to the standard guidelines, it should focus on enhancing the efficiency and productivity in the Linen and Laundry dept.
- 2) One extra boiler as standby should be installed to avoid delay in the process / work flow, especially in the drying process.
- 3) A certain number of linens being dried in the terrace due to unavailability of boiler, at a particular time period.
- 4) Provide some kind of incentives to House Keeping girls so that both, efficiency and productivity of the work can be raised, hence reducing time wastage / delay in work flow.

Quality Indicators for better patient satisfaction.