



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

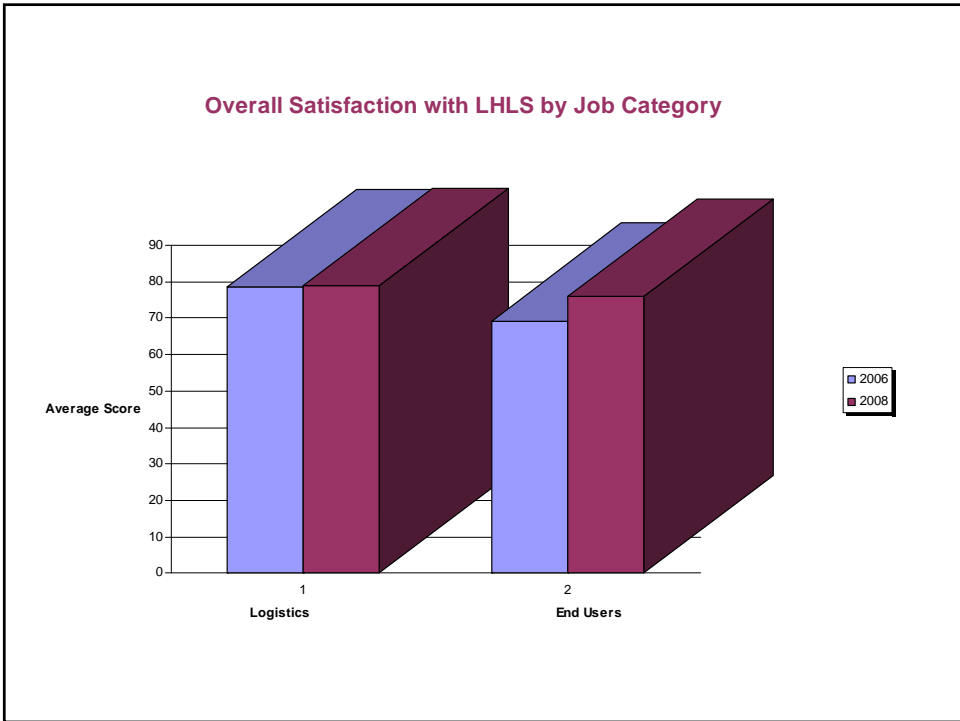
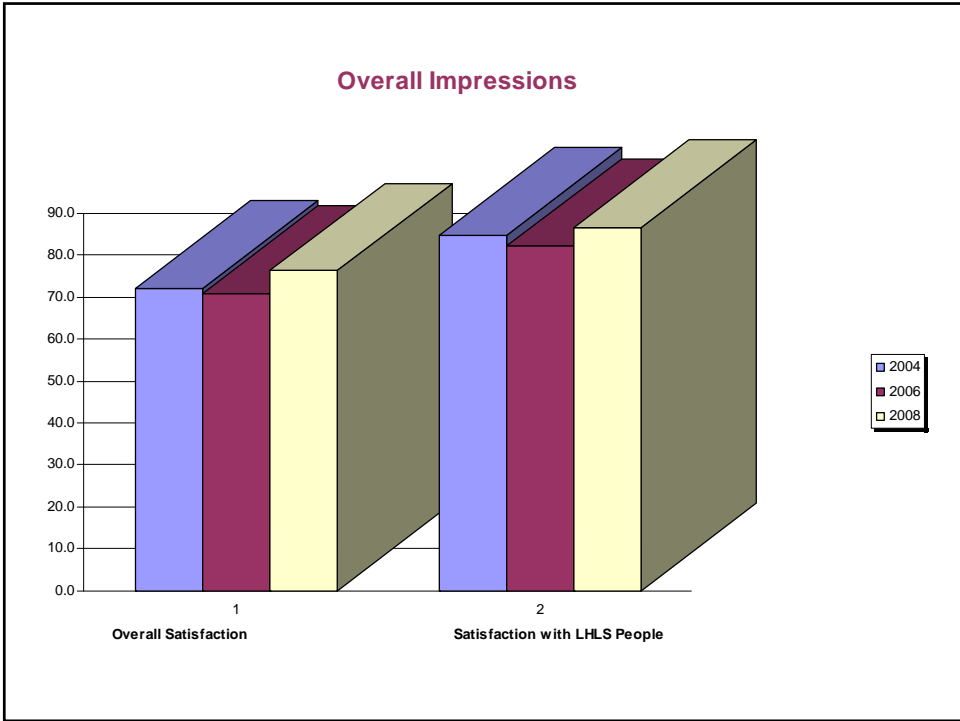
Sandi Stride
President,
Stride & Associates



- **Presentation & Interpretation of Results**
- **Follow up and Next Steps...**

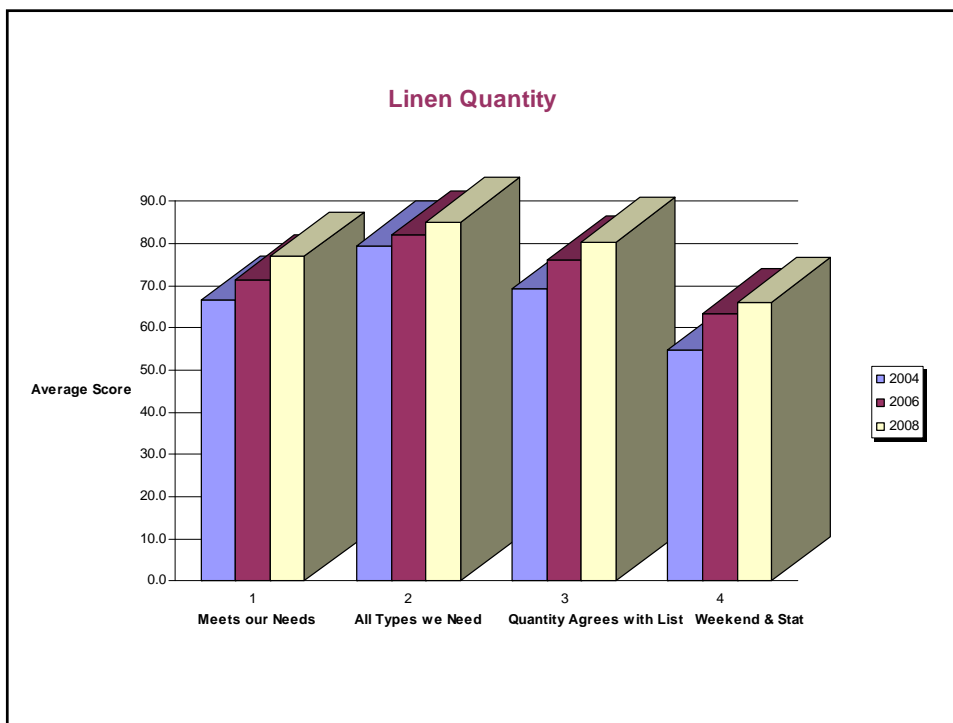
Methodology

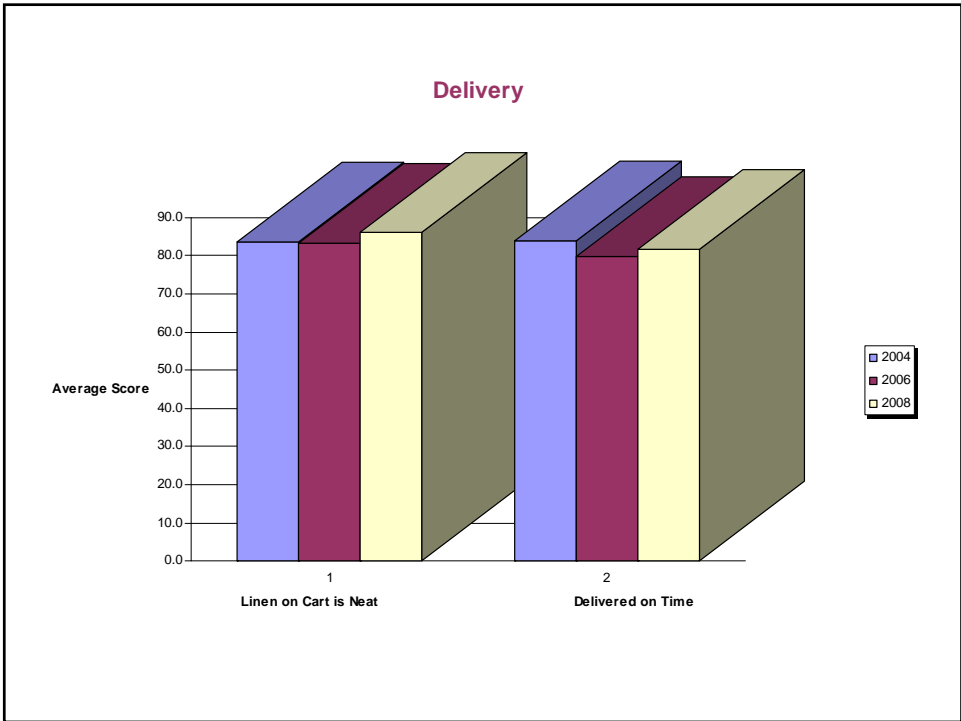
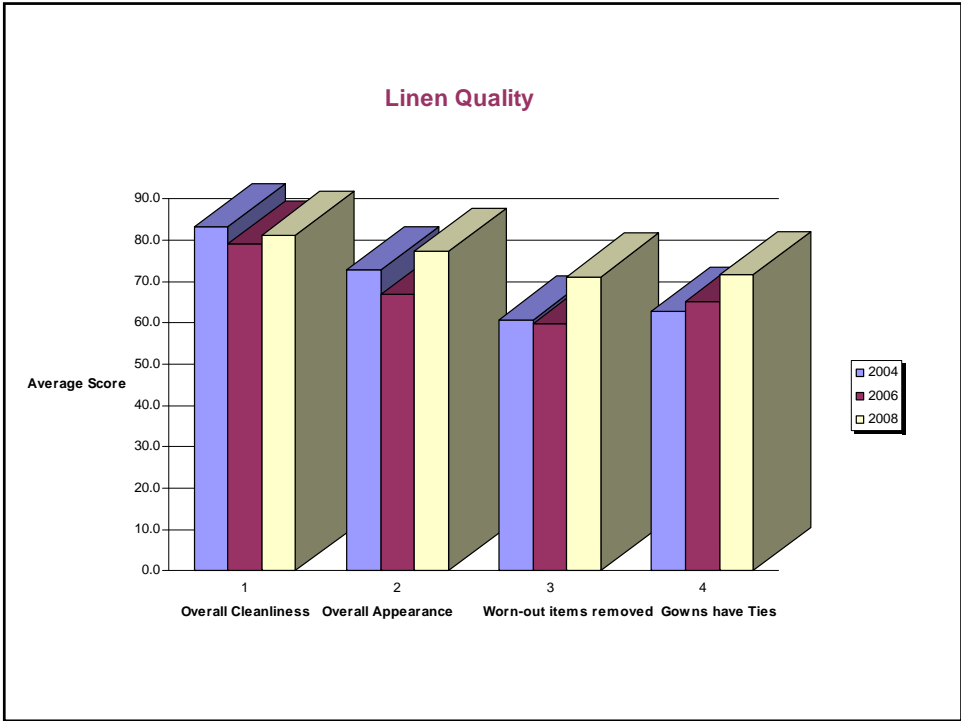
- 1000 surveys hand-delivered
- Completed surveys sent in pre-addressed envelopes direct to research company
- Total response: 601 completed or 60.1%
versus 52% in 2006
49% in 2004
- Statistical tests significant at 95%
confidence level

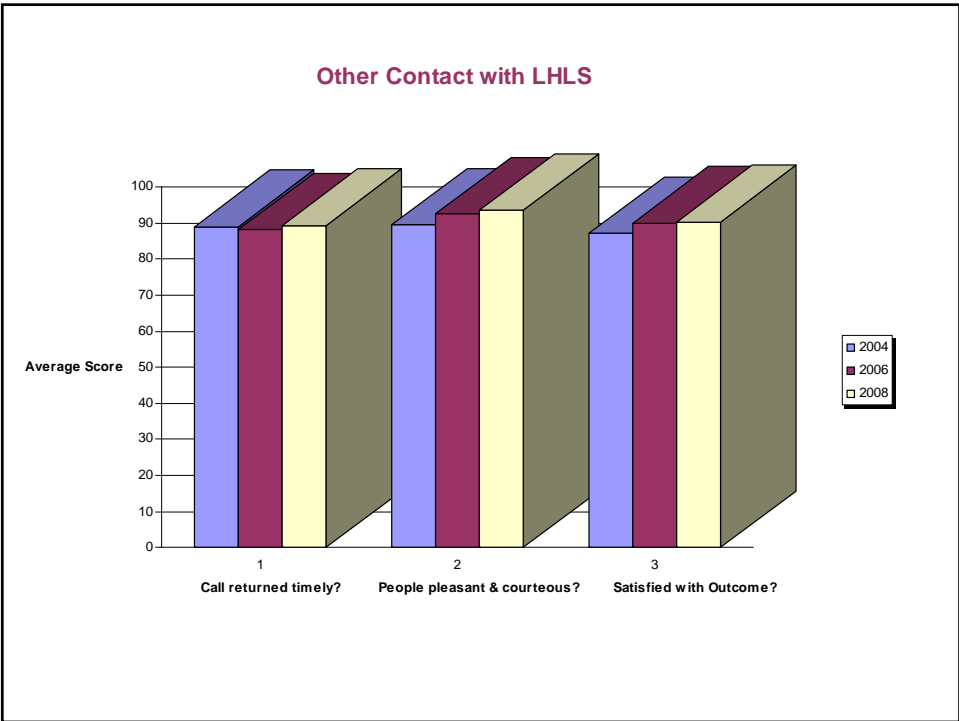
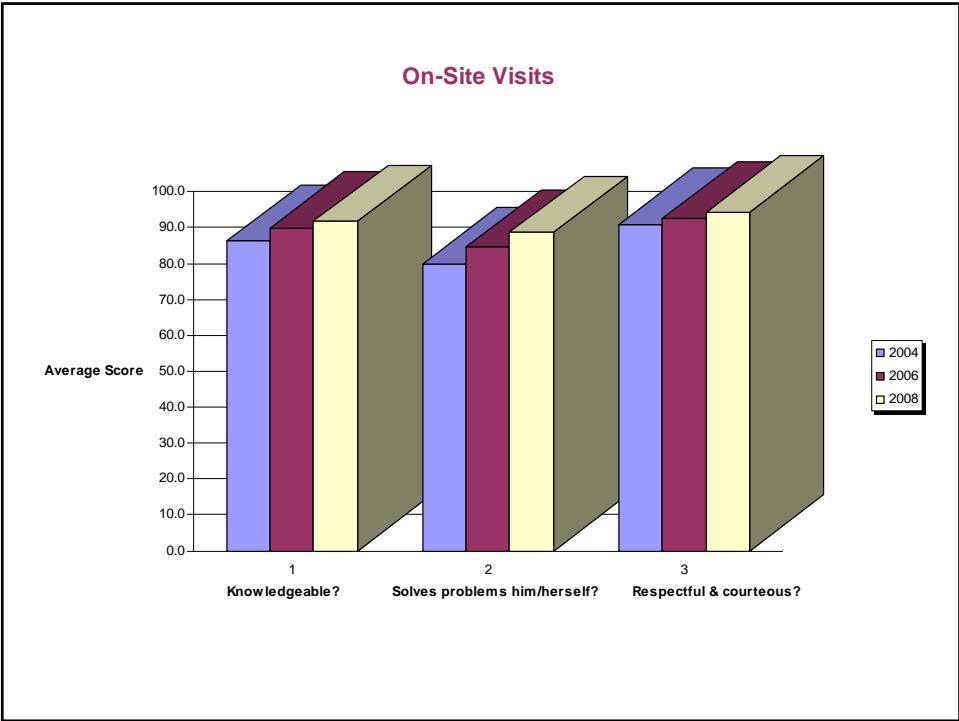


New Questions

- “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”









London Hospital
Linen Service Inc.
Together, we've got it covered





Linen Inventory 2009

- Scheduled for the week of ...

October 5th through Oct 9th,
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





MIP Patient Repositioning Sheet



Knitted Fitted Pillow Case

- **System Wide Rollout**
 - First Quarter 2009
- **Features**
 - Longevity
 - New Technology Fabric
 - 4.6 oz/yd(2)
 - 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?

→ microfibre features

- 1 Strong, lint-free, ultra-fine fiber
- 2 Polyester/polyamide fibers that are split to 1/16th 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 creates 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



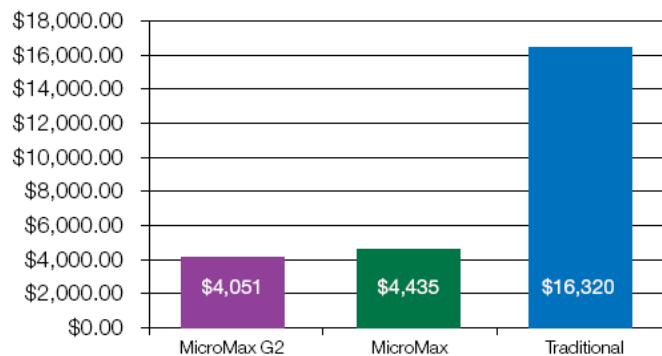


4 ways to save with microfiber

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.

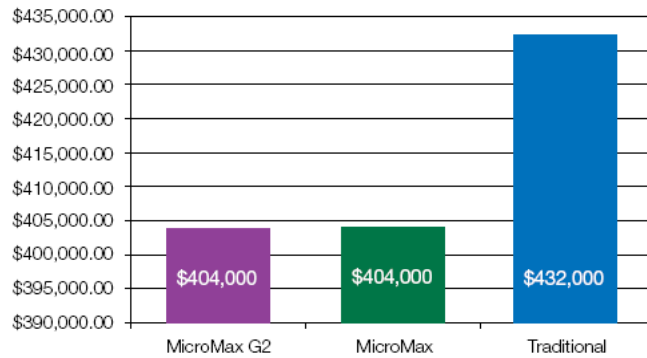


mop costs | up to \$12,269 in savings

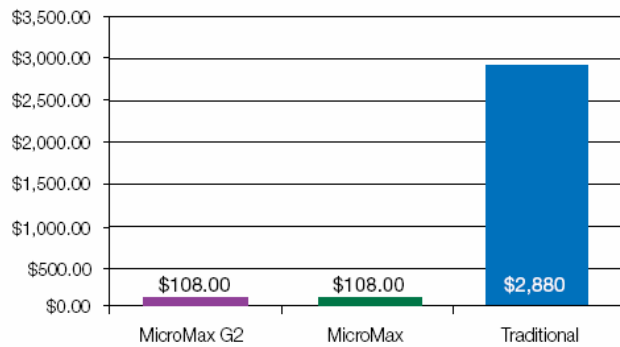




labor costs | up to \$28,000 in savings

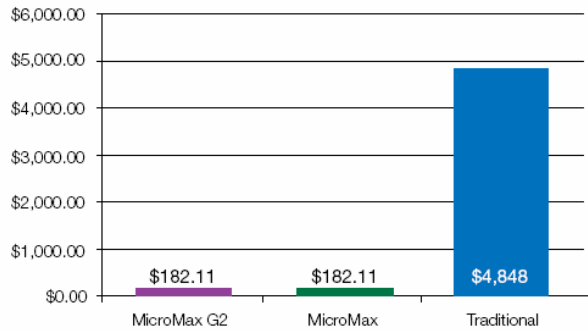


water costs | up to \$2,772 in savings





chemical costs | up to \$4,665 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:



THE ALEXANDRA HOSPITAL









04341077087-8

EDUCATIONAL GAMES



04341077087-8

SITE INFORMATION





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

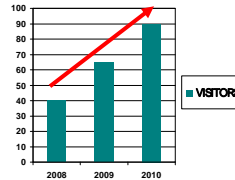
Providing follow-up

Send Email outlining attendance and feedback

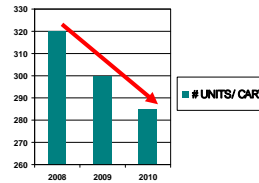


Measuring overall success

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



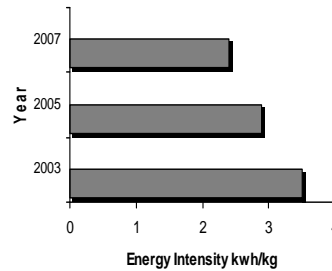
GORE™ Elbow Lean Test

“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.

Energy Intensity Footprint



“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...

