**Objective:** Redesign the linen supply chain to improve utilization and distribution of linen products, patient satisfaction and care giver access to product while reducing overall system costs.

**Strategy:**

1. **Select unit**

   The hospital's materials management and nursing representatives and Standard Textile's Consultative Services selected the Open Heart Progressive Care Unit to conduct the Care Influenced Textile Distribution Pilot program.

2. **Define needs**

   The Care Influenced Textile Distribution team studied the unit's patient type, current care practice and utilization to determine how and which linen products were used in patient care. Team members included representatives of the health system's materials management, nursing and decision support departments and Standard Textile Consultative Services personnel.

3. **Define changes**

   The team developed a consumption model that identified commonalities.

   - a Pareto diagram of the diagnosis-related groups on the open-heart progressive care unit was developed to better understand the types of patients and care administered on the floor.

   - patient care practices were observed and analyzed.

   nursing staff was interviewed to identify standards of care.

4. **Identify and plan for major care uses**
The Care Influenced Textile Distribution Team developed an Ishikawa (fish bone) diagram identifying the major instances of care.

Skin care, daily care, family care, family member overnight stays, discharges and transfers were found to be the major activities resulting in linen usage.

- linen packs were developed with standardized products and quantities to meet the needs of each of major care category
- a forecasting model was developed to project utilization rates and perform cost analysis

5. Implement

- A schedule of training and in services was prepared to ensure all care givers were familiar with the Care Influenced Textile Distribution process. The Baptist Health System pack processing center worked with the laundry to create and distribute the Care Influenced Textile Distribution linen. Procedures were put in place to ensure ongoing tracking and monitoring of the program.

**Results:** The Care Influenced Textile Distribution program generated a 25% reduction in linen consumption. Utilization was reduced from 16.2 pounds per patient day to 11.67 pounds per patient day. Overall system costs were reduced 14% in the pilot program. Expansion of the pilot program to other facilities in the system would generate a projected savings of $110,000.

Other results included:

- Improved convenience to caregivers through easier access and use of product

- Fill rates of 98%

- Improved infection control practice by better containing soiled linen and reducing the time soiled linen is on the floor

- Improved safety conditions due to the reduction of the number of hamper stands in the hall of the unit