ST. Claude Laundry Project
Rub a Dub Dub!!

Quality Improvement Project Report Out

May 17, 2013

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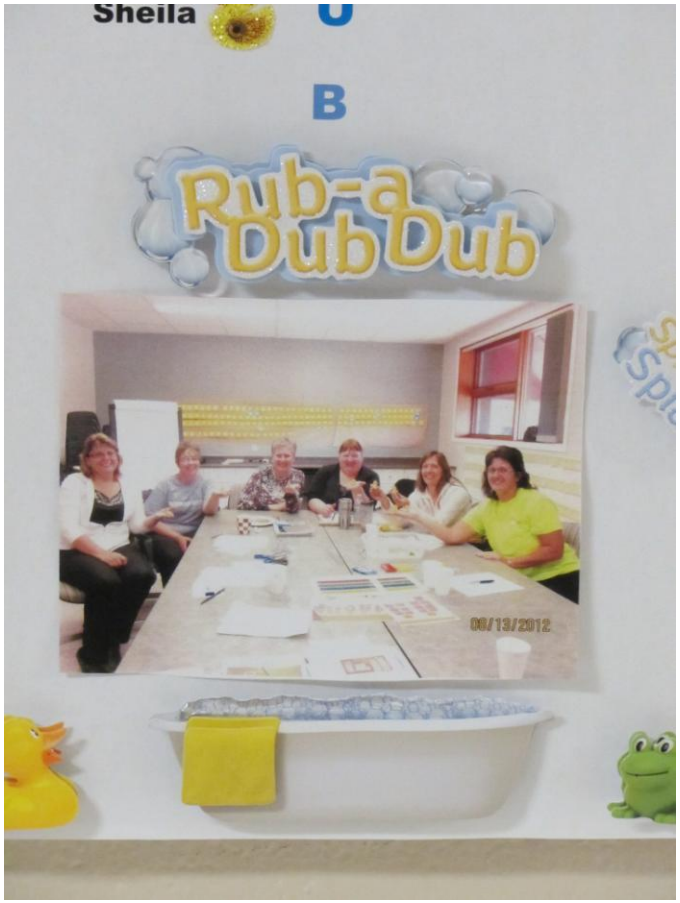
St. Claude Laundry Lean Team



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Define

What process did we looking at?

What was our Problem Statement:

The current process is inefficient due to an increase in heavy client care which has increased workload poundage's and makes the workload overwhelming for staff and produces anxiety in clients / residents.

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Affinity Diagram
Brainstorming the Laundry Problem

Increase of Heavier client Care

- Increased clients
- Increase incontinience
- Increase in poundage due to more clinets admitted
- Increase in levels
- More clients
- More elderly clients
- Increase in facility use ex microfibre mops & rags

Soiled Laundry

- Laundry being placed in wrong barrels - extra washing required
- Foreign things
- Stained laundry
- Stained clothes
- Soiled items having to be rewashed
- Soiled or contaminated

Laundry Overuse

- Clothing being changed to often - pj's
- Too many bed linen changes
- Re use of linen or personal clothes
- White towel, brown towel, rags- over stocking rooms
- Towels need to give a bath

Equipment Breakdown

- Sewer overflowing
- Machines breaking down

Availability of Laundry

- Shortage of linen
- Overstocked linen

Managing Workload

- Lack of time
- Scheduling of tasks
- Time to wash with large washer
- Organized schedule
- Multiple smaller loads
  -personal whites
  -colours linen

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Measure

What did we measure and why? How are the measures related to the process?

- **Patterns identified in process mapping which were utilized to measure data:**
- **use of washing machine & dryer;**
- **looking, sorting, folding & stocking behaviours in laundry or in facility;**
- **missing items for HCA's to complete work.**

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Analyze

What story did our measures tell us about our system?

Did the measures validate what we initially thought the problem was?

- **Use of the 3 washing machines & 3 dryers showed lots of variation in how & when it was used.**
- **Looking for laundry to access enough clothes /linen to wash a full load took 18 minutes every 2 weeks or 36 minutes every month.**
- **Sorting laundry showed lots of variation in when & why it was being done. Sorting happening at end of process. Policies for Infection Control not being used resulting in more sorting behaviour than required.**

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Analyze

- Folding laundry showed lots of variation in both when & how long it took to complete task.
- Stocking shelves were managed differently between PCH & TCU.
- Missing linen was measured in PCH/TCU. Brown face cloths were the item missed most. It was missing 7 x's over a 2 week period.

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Improve

What improvements did our team come up with?

What changes were implemented?

- **Reduce foreign objects in laundry by 50 %.**
- **Reduce amount of paperwork in collecting data about foreign objects by 50% by revamping the form used to collect data.**
- **PCH to be stocked with brown face cloths accurately 80% of the time.**
- **Sheets for PCH/TCU will stop being folded 100%**

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Improve

- Laundry Workers will stop looking for laundry 100%
- 100% reduction of stocking for laundry workers in TCU.
- 90% reduction of stocking for laundry workers in PCH.
- HCA's will follow policy 100% in managing contaminated laundry
- Laundry workers will have standardized work routines 100%

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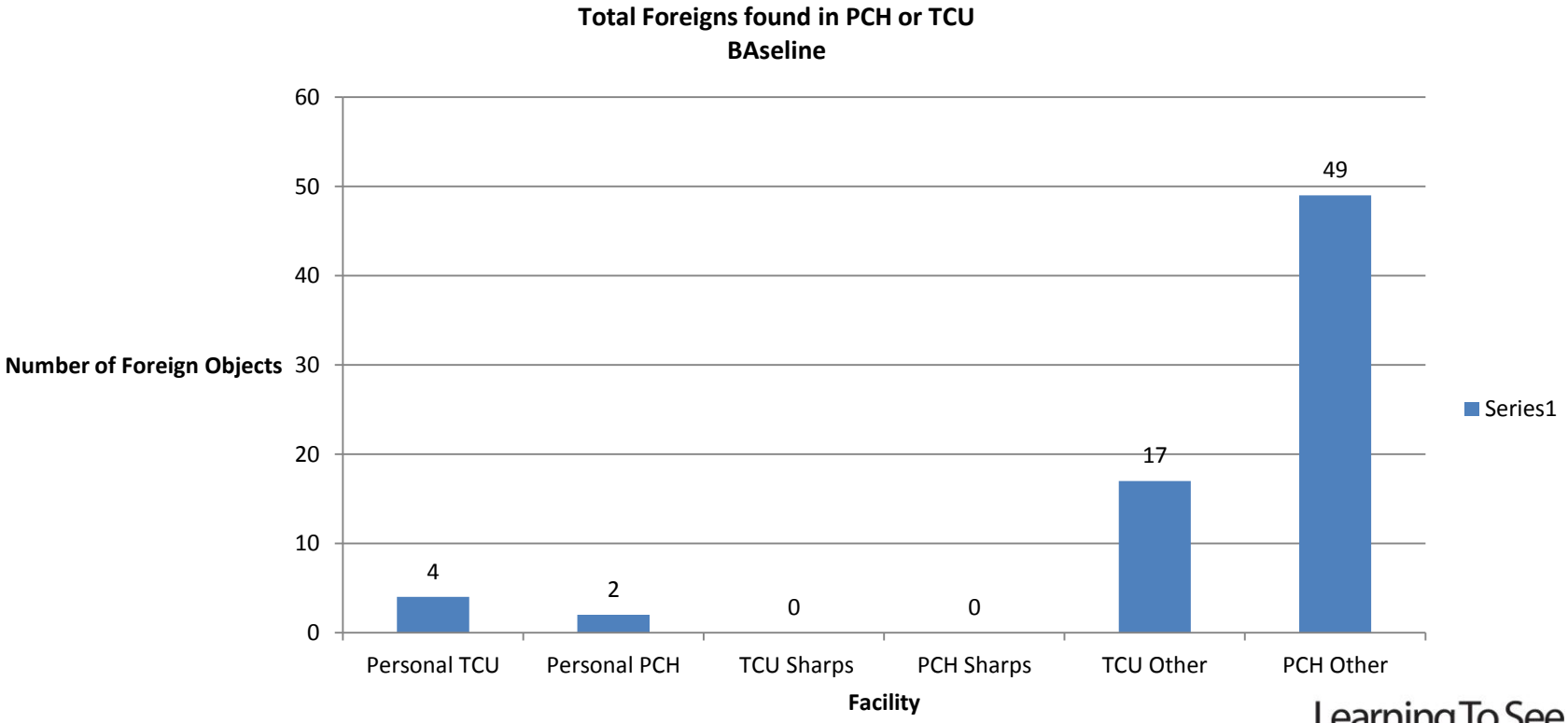
Foreign Objects

Reduce foreign objects in laundry by 50 %.



Key Code:
Personal – Money, Hearing Aid, comb, Rosaries, wallets, etc.
Sharps – Could cause injury and Occurrence Report is required
Others – Kleenex, Paper Towel, Sugar, Pads, Pen

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What is LEAN?
It is a process that synchronizes the flow of work to deliver more with less while providing customers with exactly what they want.
TEAM
Mary
Lucille
Jacqueline
Vera
Janice
Sheila
LEAN
Process Map
Lean Chat Line
DUCK HUNT
Help Daddy Find Things Objects
LAUNDRY
Sharpies & Stickies
12/19/2012

Foreign Objects
Reduce foreign objects in laundry by 50 %.

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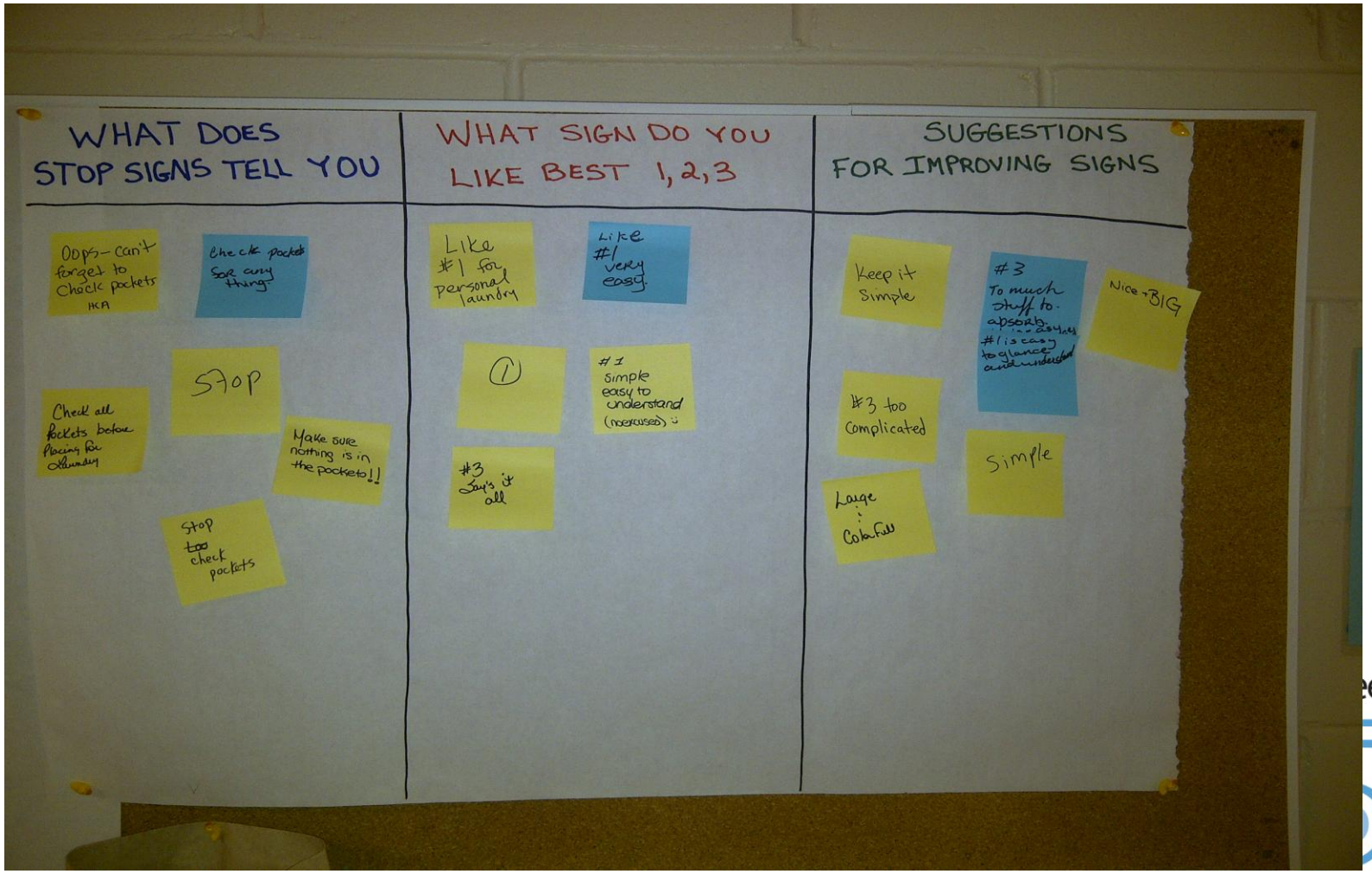
Reduce foreign objects in laundry by 50 %.



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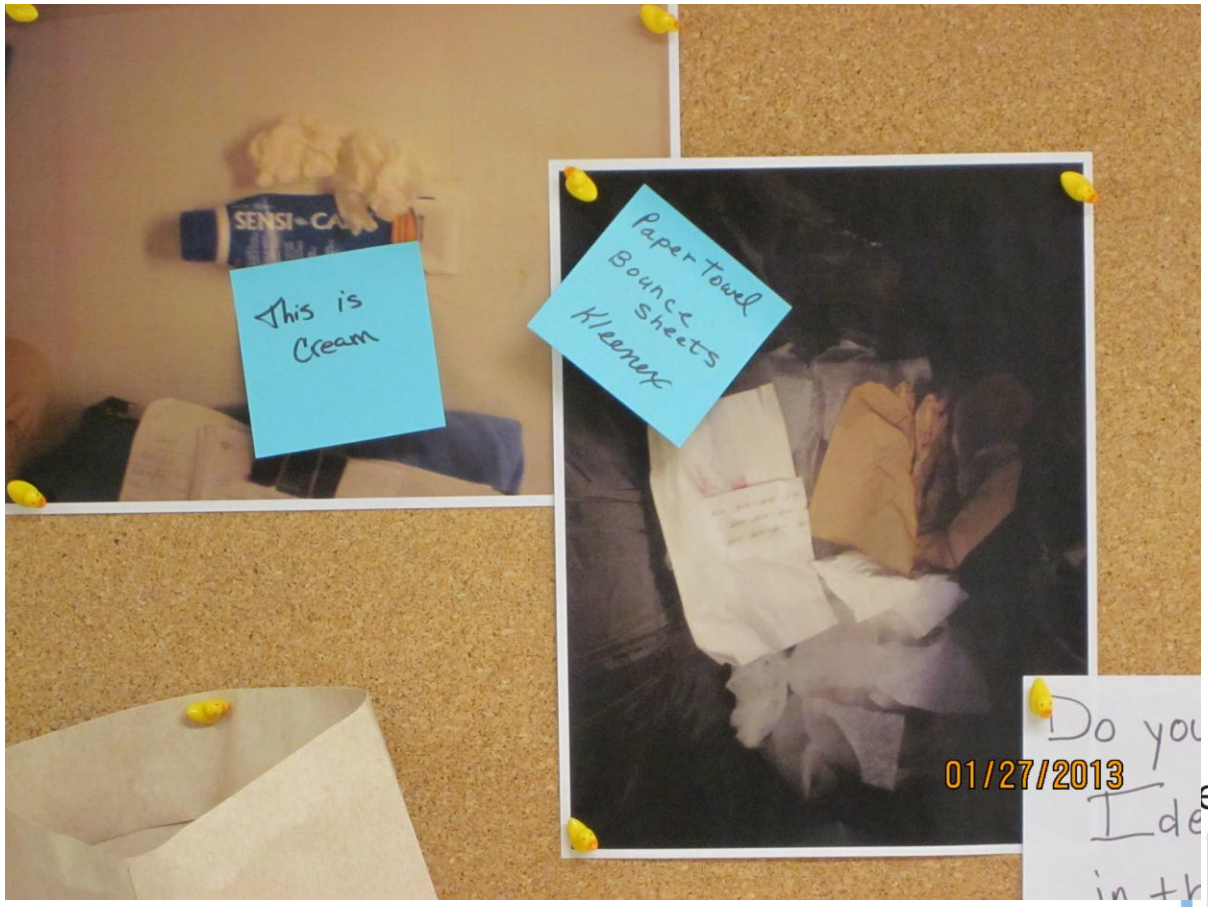

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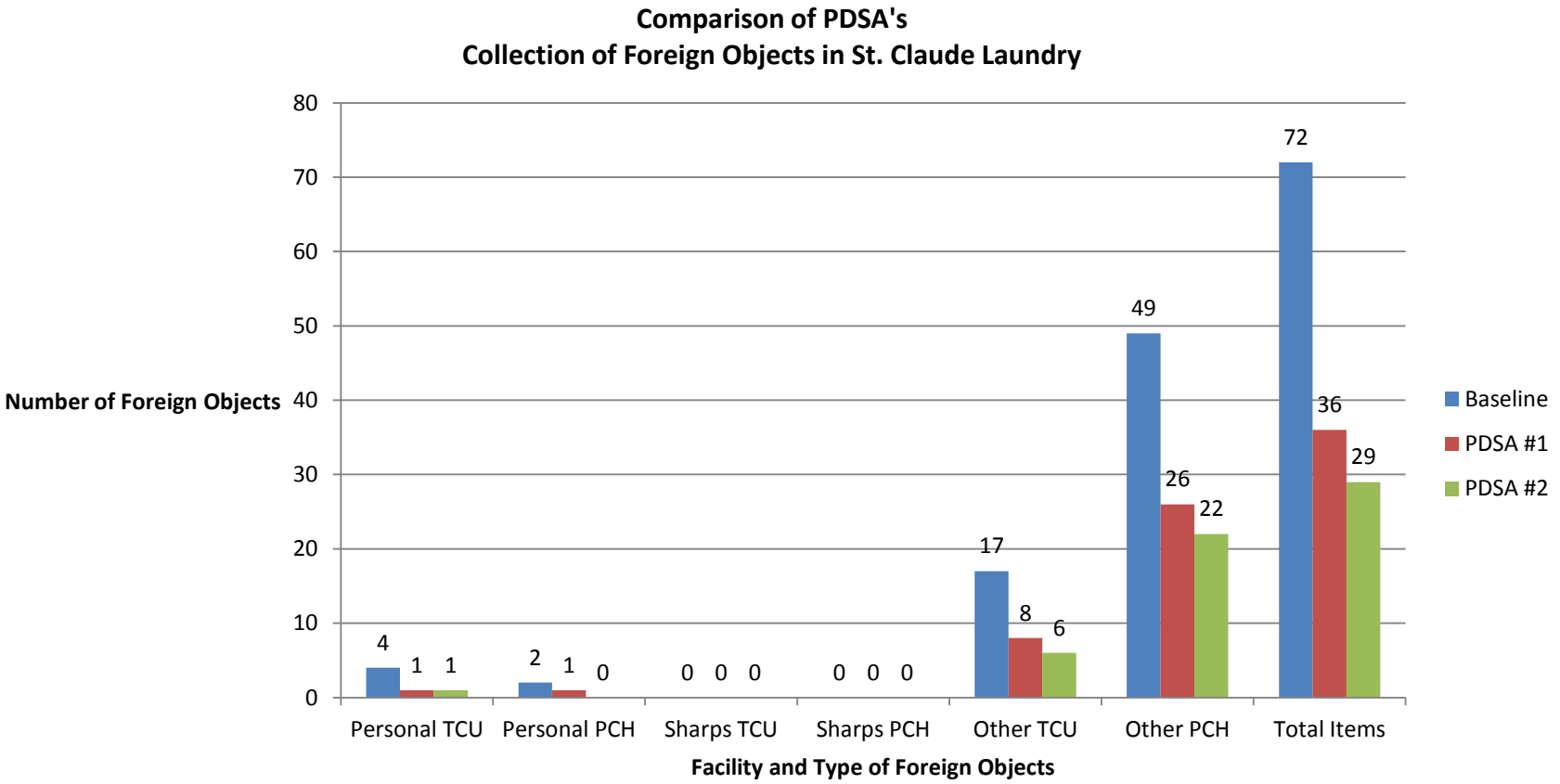

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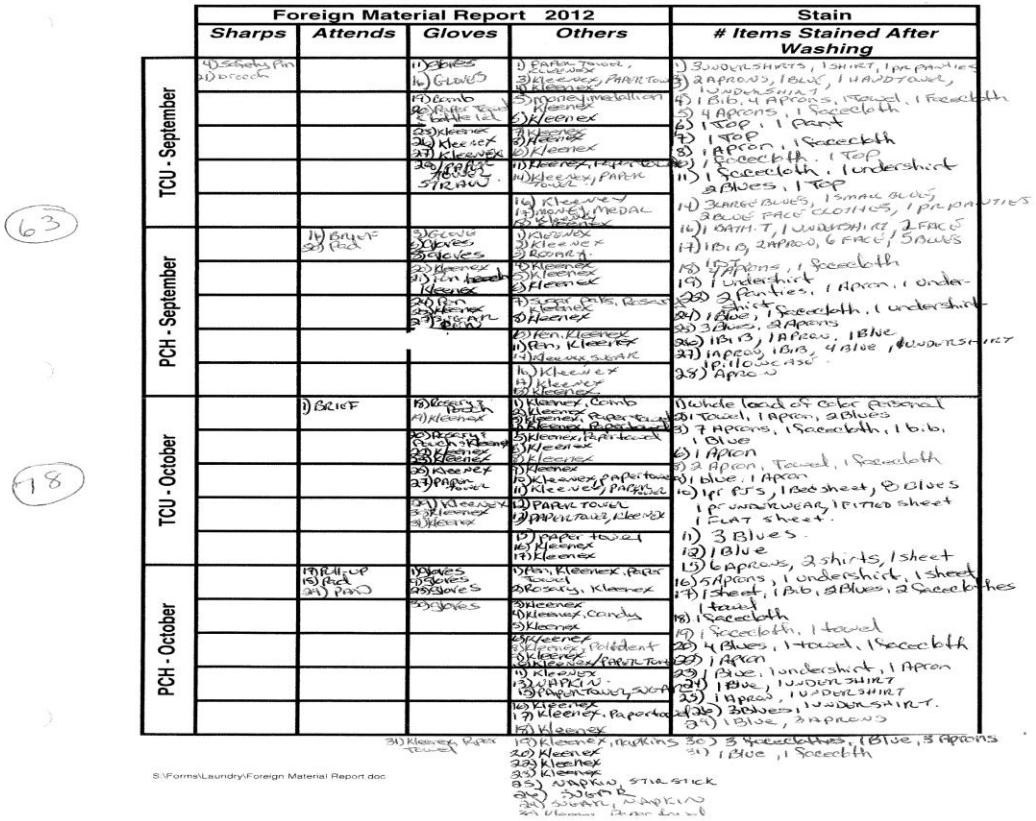
Reduce amount of paperwork in collecting data about foreign objects by 50% by revamping the form used to collect data



Foreign Material Report 2012

	Sharps	Attends	Gloves	Others	Stain # Items Stained After Washing
TCU - September					
PCH - September					
TCU - October					
PCH - October					

S:\Forms\Laundry\Foreign Material Report.doc

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		Foreign Material Report 2013		Stained Items		
	Personal	*Sharps*	*Others*	*Towel/ Face Cloth*	*Apron*	*Personal Clothing*
TCU - March						
PCH - March						
TCU - April						
PCH - April						

New Foreign Materials Report

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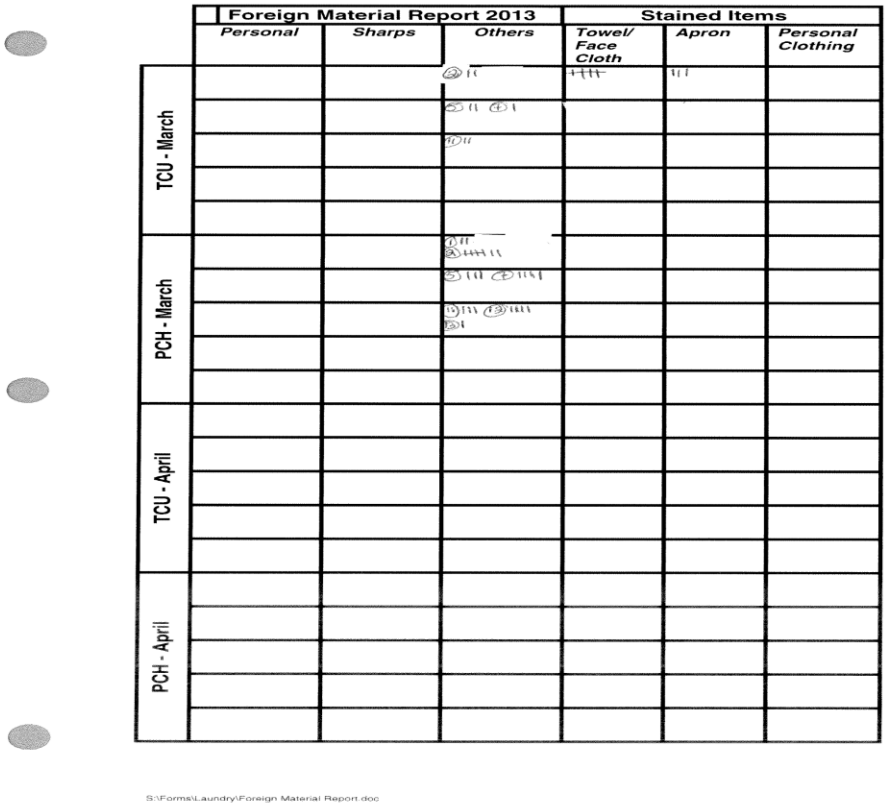
Reduce amount of paperwork in collecting data about foreign objects by 50% by revamping the form used to collect data



	Foreign Material Report 2013			Stained Items		
	Personal	Sharps	Others	Towel/ Face Cloth	Apron	Personal Clothing
TCU - March						
PCH - March						
TCU - April						
PCH - April						

S:\Forms\Laundry\Foreign Material Report.doc

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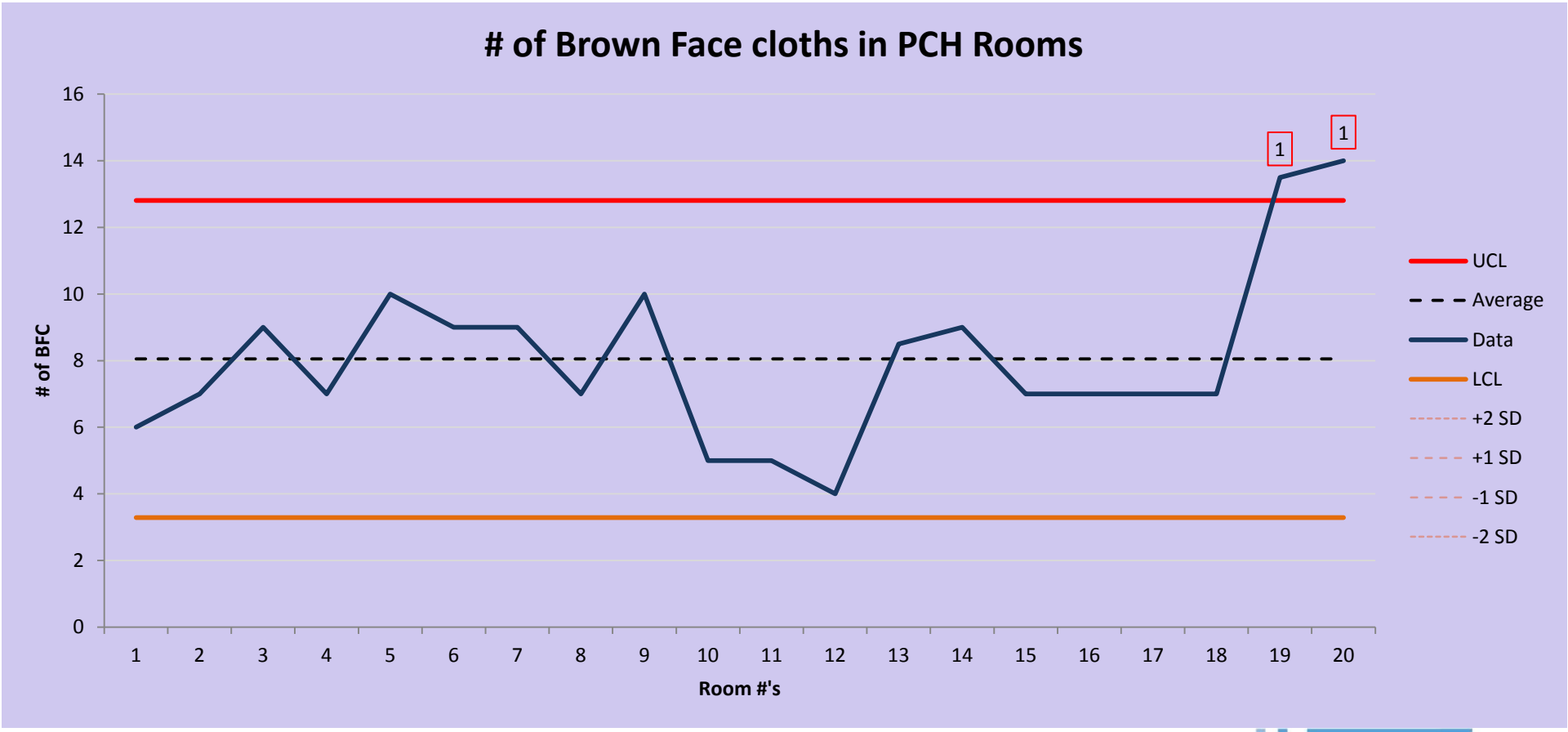
PCH to be stocked with brown face cloths accurately 80% of the time



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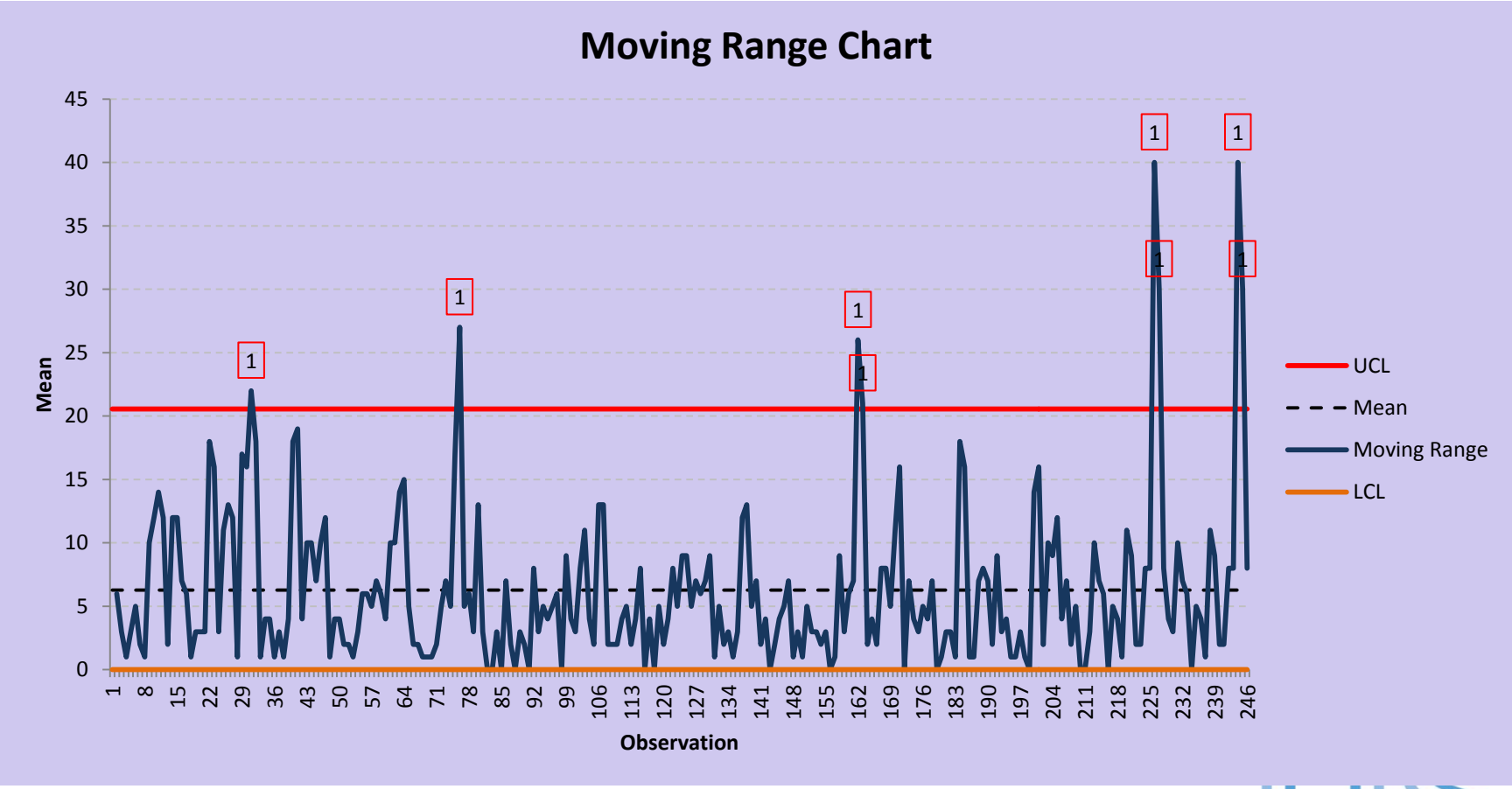
Sheets for PCH/TCU will stop being folded 100%



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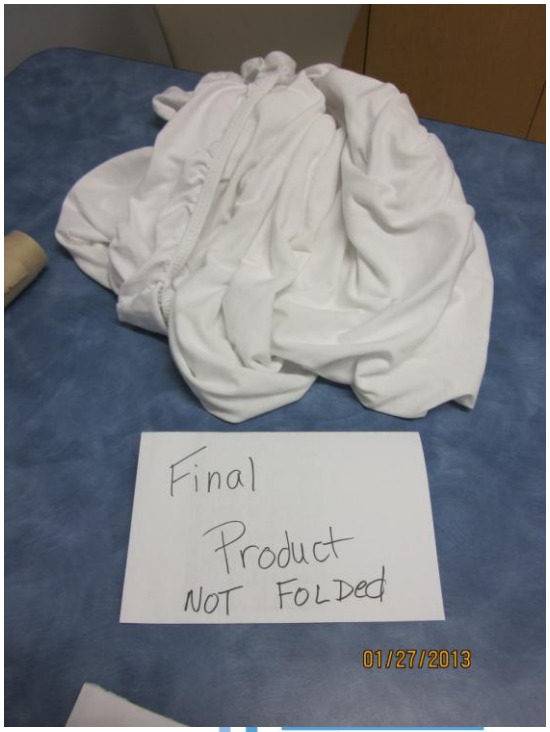

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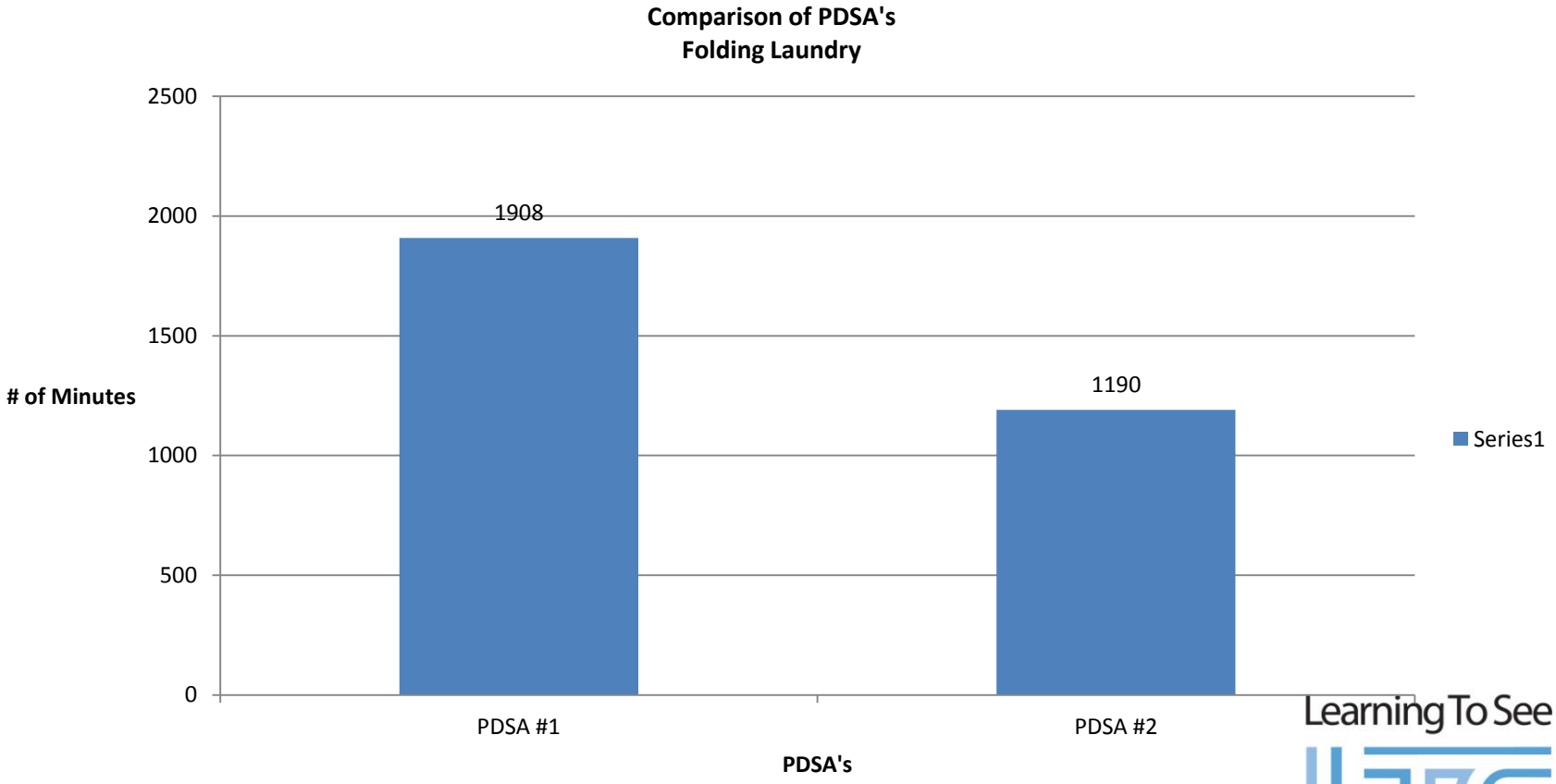

SAVINGS = 11 hrs 58 mins saved over 2 weeks
= 23 hrs 56 mins/ 4 wks / 1 month saved

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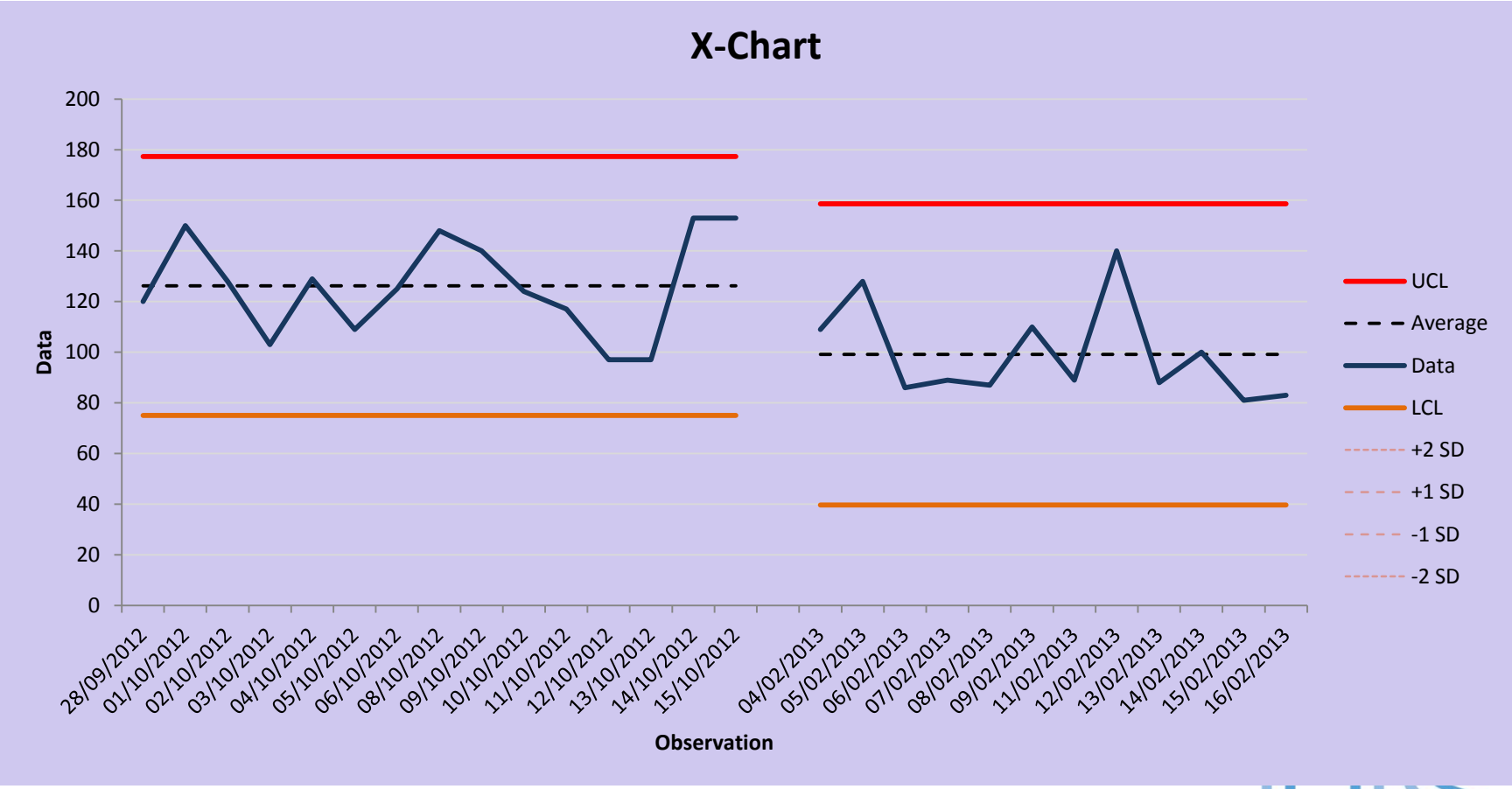

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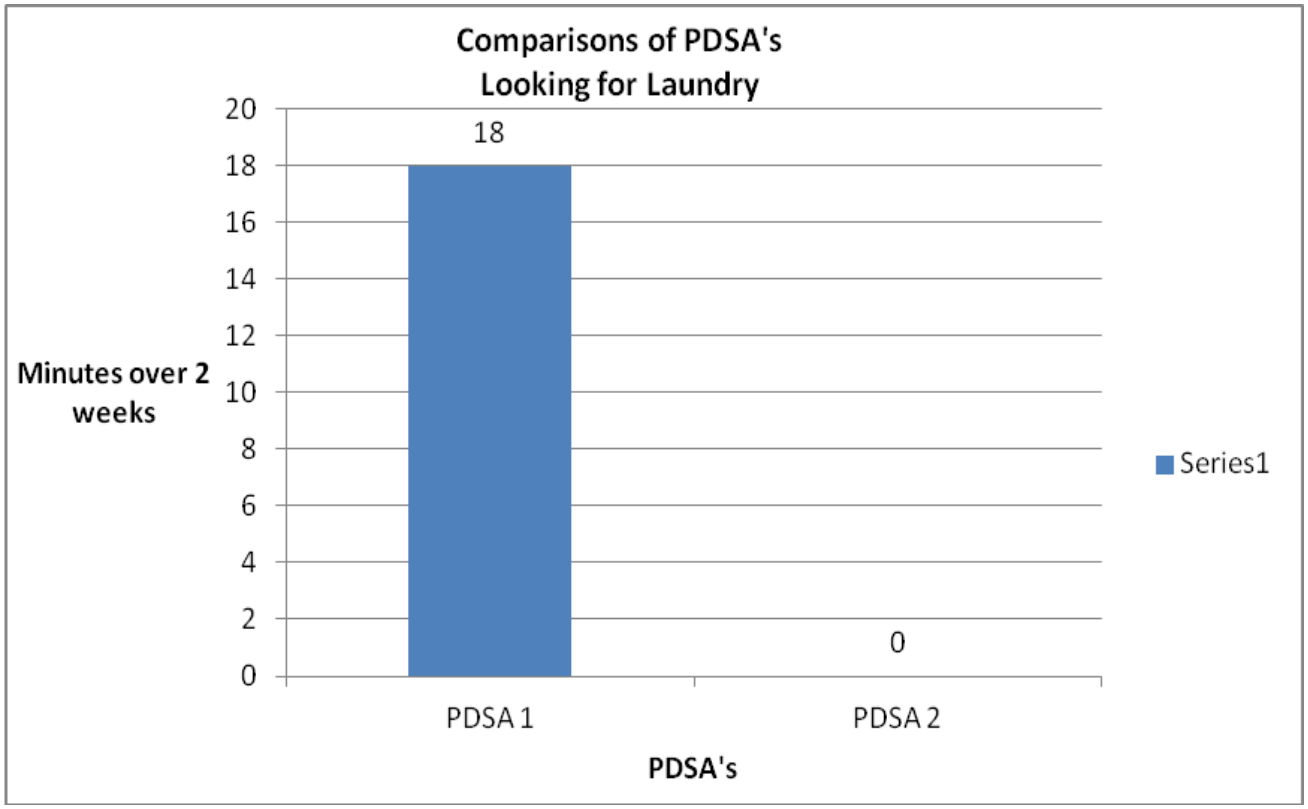
Laundry Workers will stop looking for laundry 100%



SAVINGS = 18 mins saved over 2 weeks = 36 mins over 4 wks / 1 month

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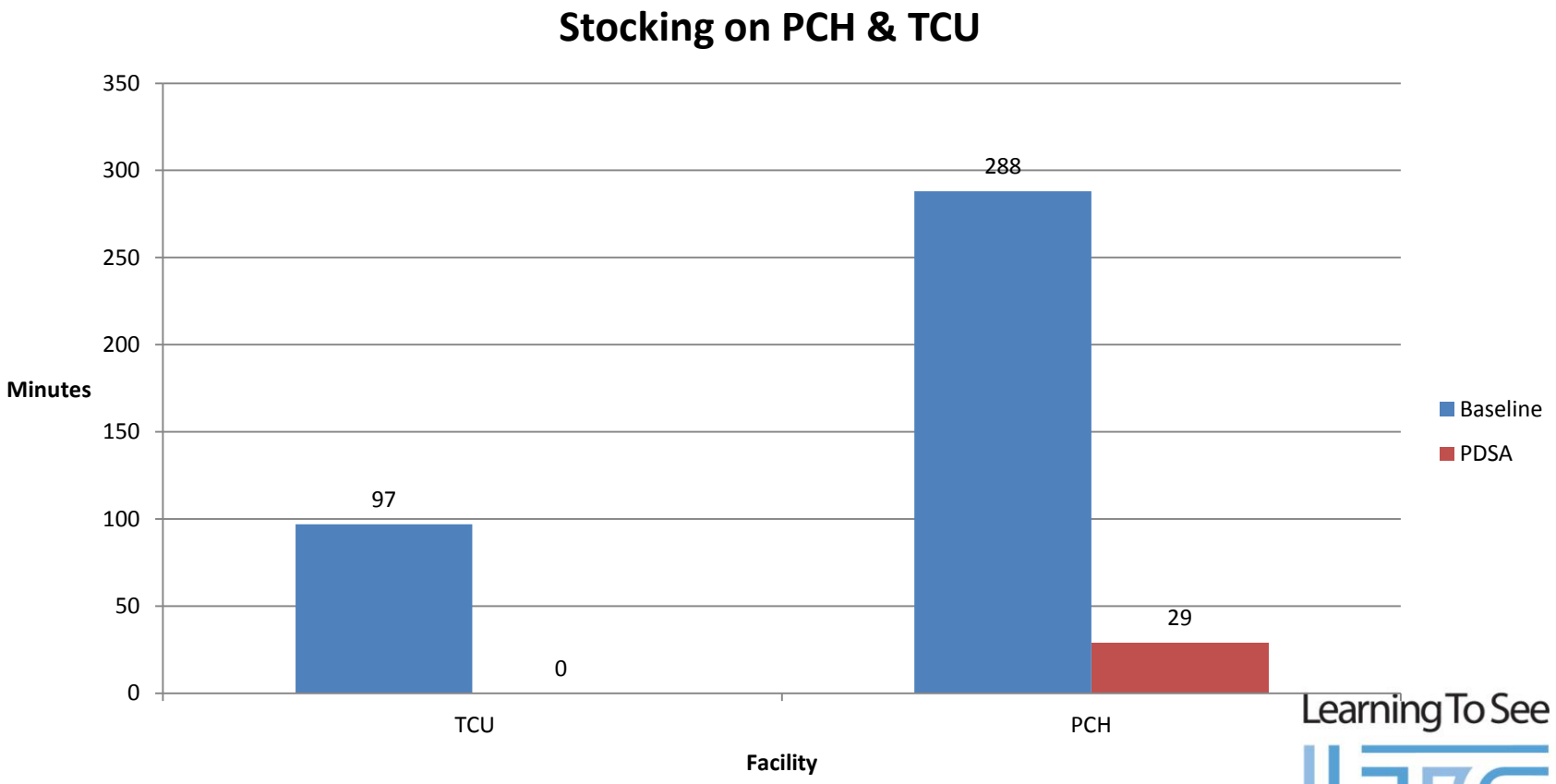
100% reduction of stocking for laundry workers in TCU.

90% reduction of stocking for laundry workers in PCH.



SAVINGS = 4.3 hrs saved over 2 weeks = 8.6 hours over 4 wks / 1 month

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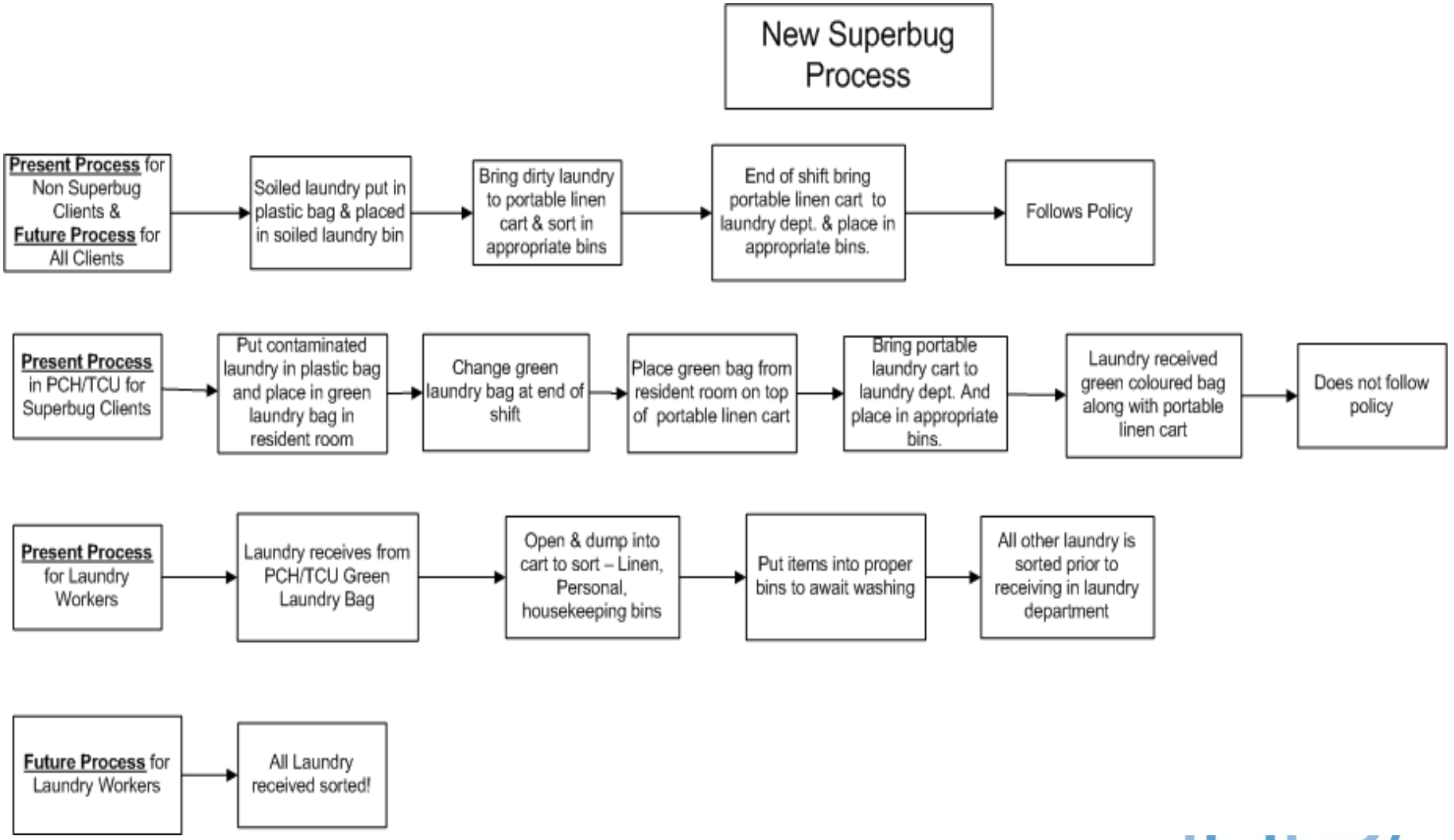
HCA's will follow policy 100% in managing contaminated laundry



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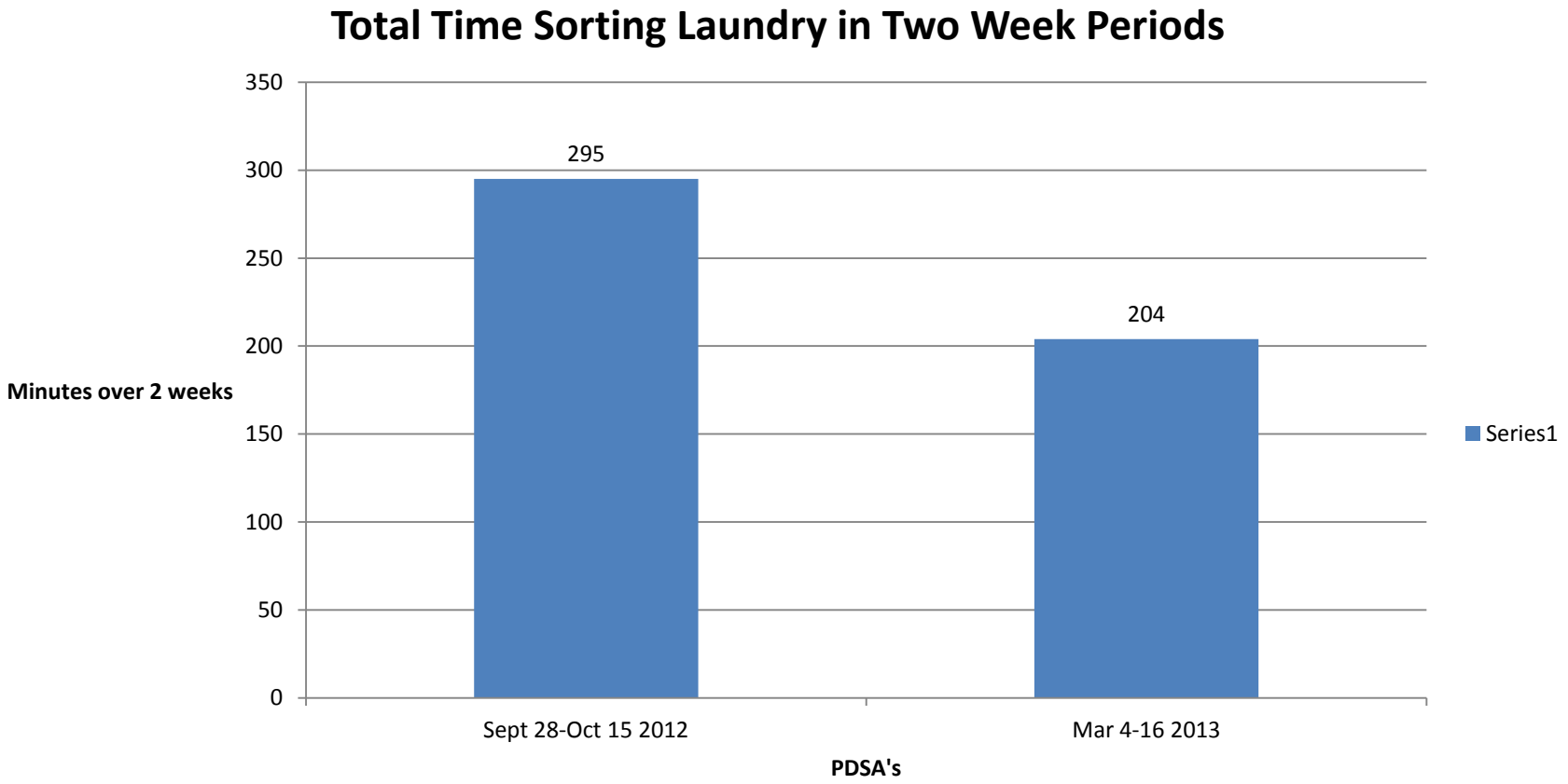

295 - 204 = 91 mins = 1 hr 31 minutes saved/2 week period

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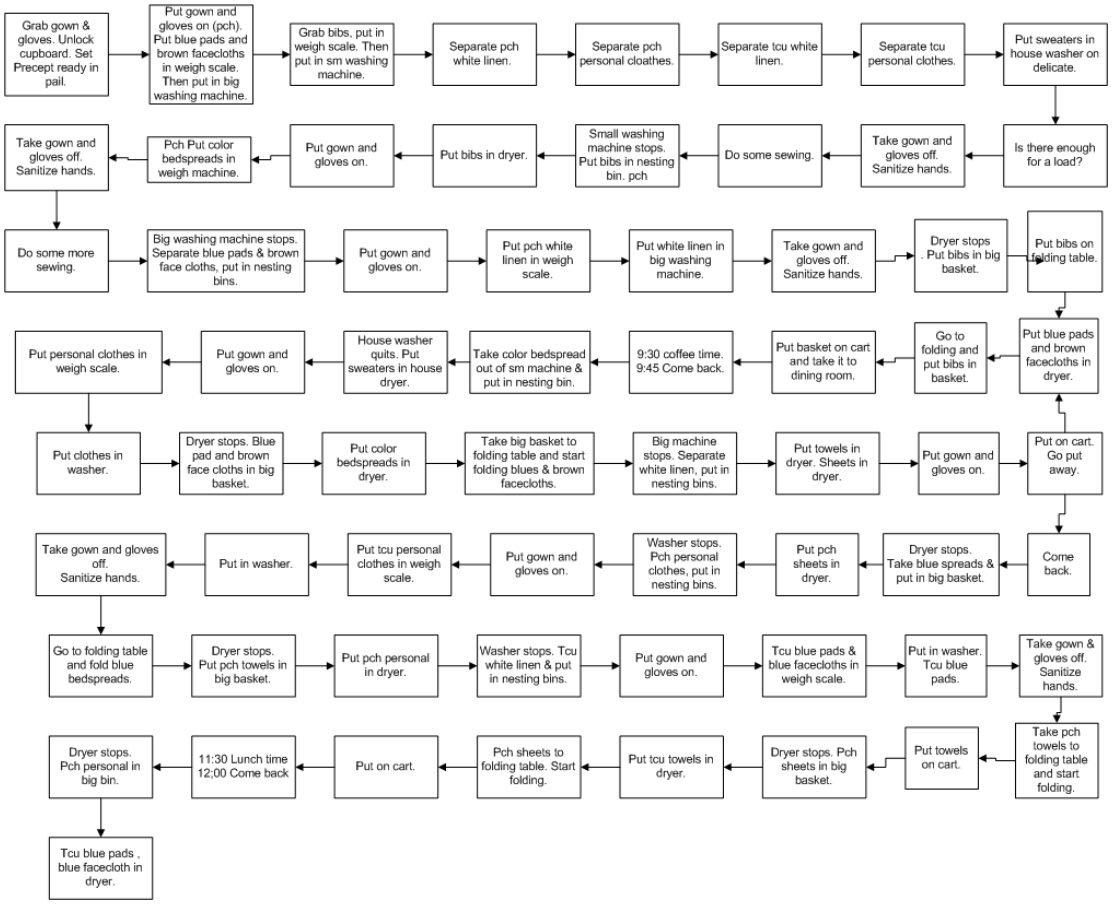
Laundry workers will have standardized work routines 100%

Worker #1 Pattern



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Laundry workers will have standardized work routines 100%

Worker #2 Pattern

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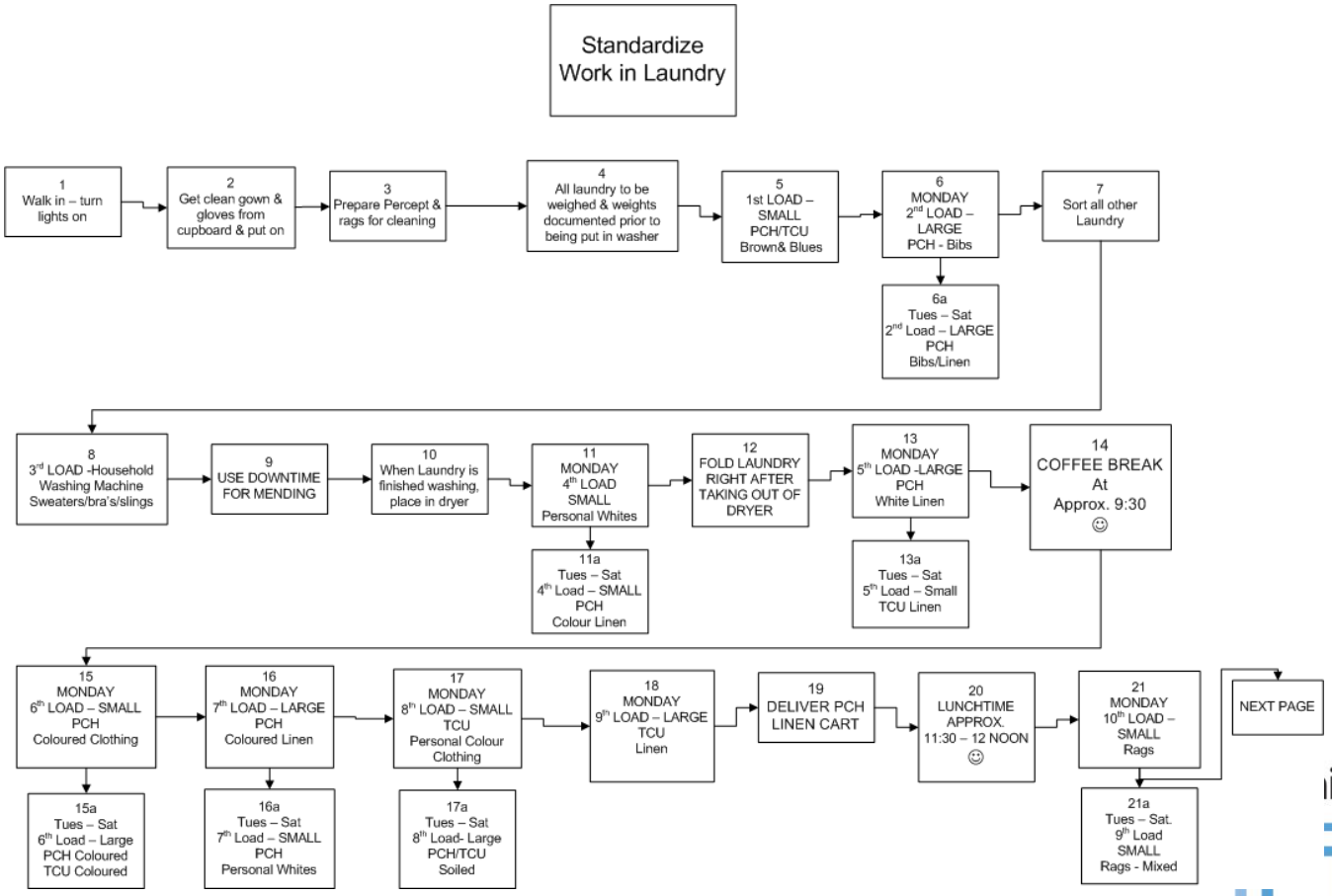
Laundry workers will have standardized work routines 100%

New Standardized Work Pattern



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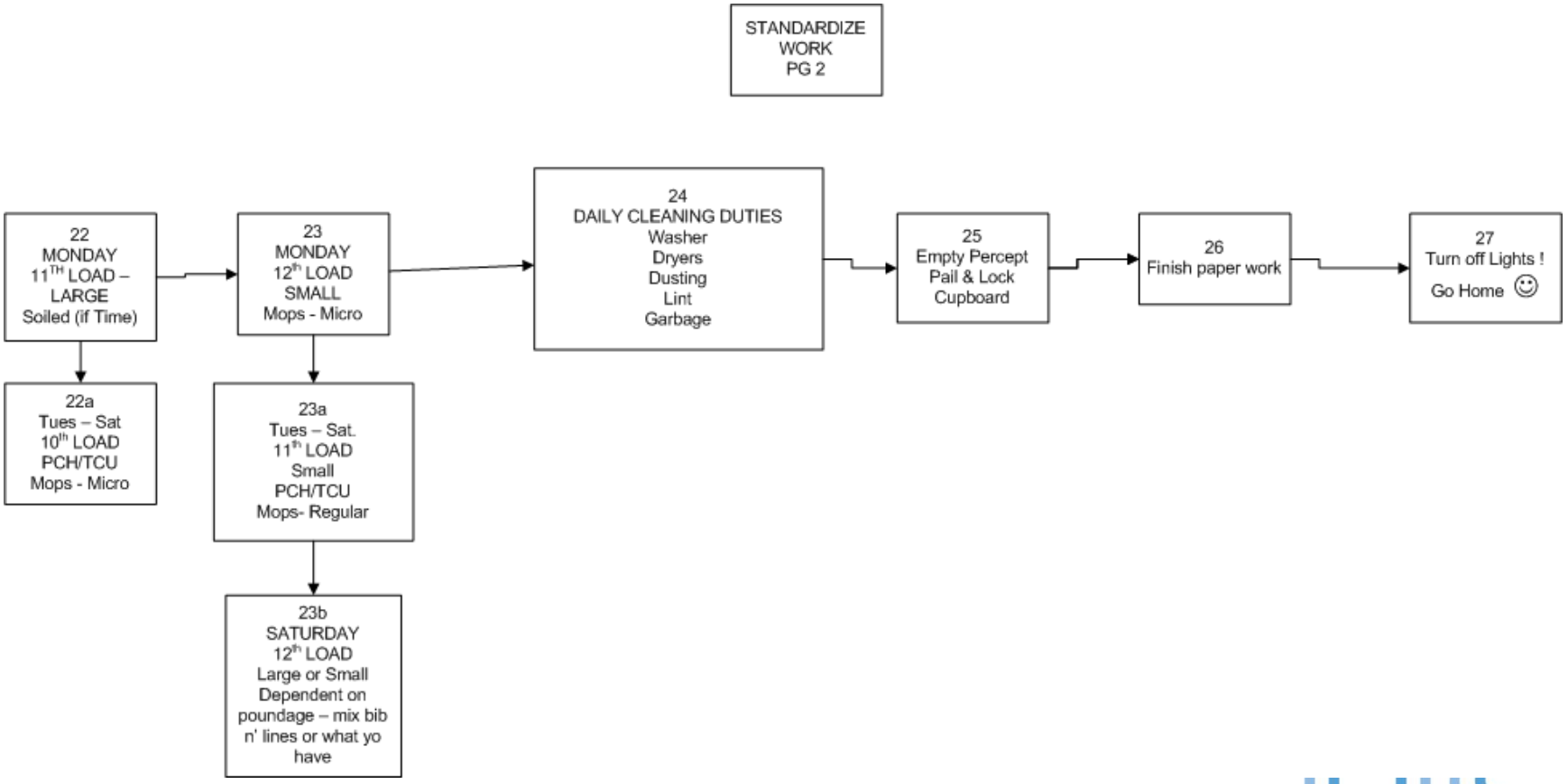
New Standardized Work Pattern



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Control

What controls have we put in place to ensure that performance does not lapse?

- **This writer to monitor Foreign Objects (FO) Tracking Sheet. It will be forwarded to me for monitoring for 6 months. # of FO and type of tracking can be monitored.**
- **This writer will visit St. Claude in 3 months and at 6 months to ensure laundry is not folded by checking linen closets.**
- **Housekeeping Lead to monitor other changes on a regular basis. This worker to check in with her at 3 and 6 months to ensure compliance.**

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Lessons Learned

What were some of the key things we learned about quality improvement while doing this project?

- **Enjoyed Whitebelt training and learned lots from the day.**
- **Communication board worked well. Kept people informed; used as an opportunity to ask for feedback. Will use it for future too as a way to remind people about Foreign Objects. Will use it as a reminder and to play game with it.**
- **Able to see how brainstorming works – and pleased with results!**
- **Increased communication between departments – very useful!**
- **Not an easy journey but worthwhile!**

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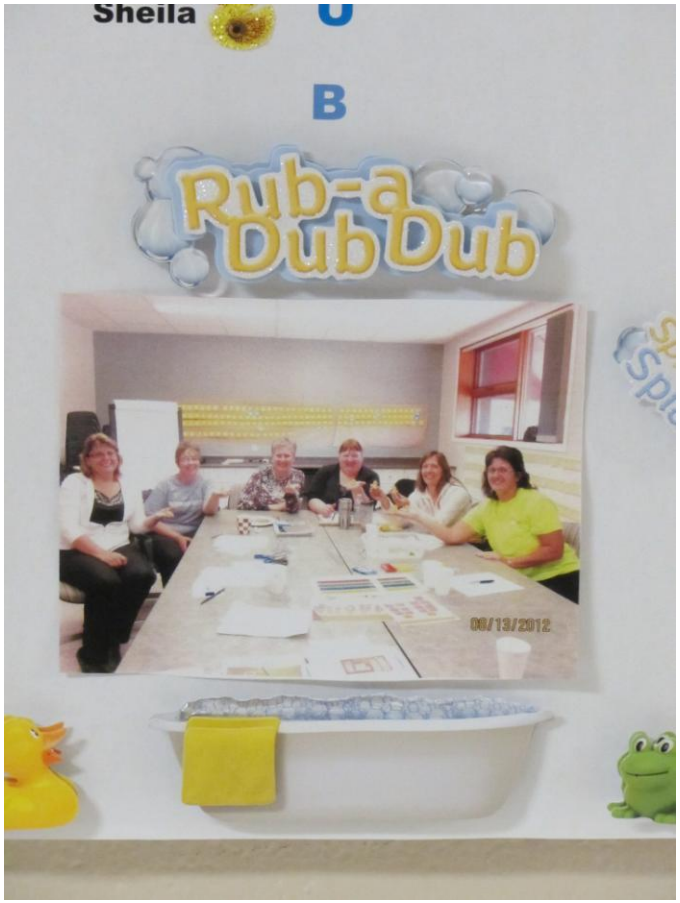
St. Claude Laundry Lean Team



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