Linen Services
AN OVERVIEW
Providing clinically safe linen in an efficient, cost effective manner is an important way HealthShare NSW - Linen Services supports patient care.

HealthShare NSW - Linen Services manages the supply of linen to NSW hospitals, providing 40,000 tonnes of sheets, blankets, towels and surgical gowns each year, making it the largest single supplier of linen to health services in Australia.

Since transitioning to HealthShare NSW, it is estimated that Linen Services has made savings in excess of $10.4 million by operating as an efficient Business Unit.

Linen Services has rationalised from ten to seven production units while capital investment including a recent $8 million upgrade of the linen plant at Newcastle has increased productivity, efficiency and sustainability.

Linen Services will continue to rationalise costs across all seven sites by managing productivity, water and energy savings.
About Linen Services

• Annual budget of $85.7 million
• Seven Linen Services across rural and metropolitan NSW
• Linen Services employs 880 staff
• State-wide fill ratio of customer linen orders is 98.7%
• Uses 9.5 litres of water per kilo of linen supplied, achieving a 65 per cent greater efficiency than domestic washers

Our Aims

We aim to deliver a best practice service at the best possible price, supporting quality clinical care.

Every step of the process, from collecting, decontaminating, washing and drying linen to delivering adequate quantities of clean linen to each hospital, is carefully managed and quality controlled.
We aim to be responsive to the individual needs of each customer from 600-bed metropolitan hospitals offering complex surgical procedures to small rural hospitals.

We help customers order linen accurately and deliver it efficiently, preventing over ordering and ensuring hospitals receive the right linen for the patient mix and do not experience short falls in stock.

We remain in constant contact with our hospitals to keep track of changing needs and have a proven track record of being responsive in times of crisis.

Nursing and ward staff are routinely surveyed to ensure quality standards remain high.

Linen Services works to ensure cost effectiveness through improvements in productivity, carrying sufficient stock, employing the correct number of staff in the right roles and investing in the best equipment for the job.

Our proactive approach has created new efficiencies and saved valuable health resources.

**Service Improvements**

Linen Services has managed cost drivers by:

- Harnessing purchasing efficiencies and economies of scale by working as a Business Unit.
- Improving productivity by introducing a state-wide pricing model and ensuring both stock and staffing levels are accurate.

Customer service has been improved through:

- Developing an online linen management and ordering system that allows hospital staff to electronically track their orders and monitor stock levels to control costs.
- Providing Customer Service Coordinators to work closely with hospital staff to maximise their stock utilisation efficiency and satisfaction.
• Introducing new technologies, including a new barrier theatre gown range to help protect clinicians from blood borne infections during high risk surgery; a more efficient truck fleet, water and power saving equipment and a standardised trolley system.

Linen Services is also fully ISO certified, meeting strict internationally recognised quality standards. It operates under the Australian Standards for Laundry Practice, providing patients with hospital linen that is hygienic, clean and of high quality.

ISO accreditation has delivered:
• Improved service reliability
• Better process control and flow
• Systems to constantly measure quality
• Greater management control
• Improvements in customer satisfaction
• Increased employee satisfaction
• Reduced rewash
• Reduced maintenance effort.