

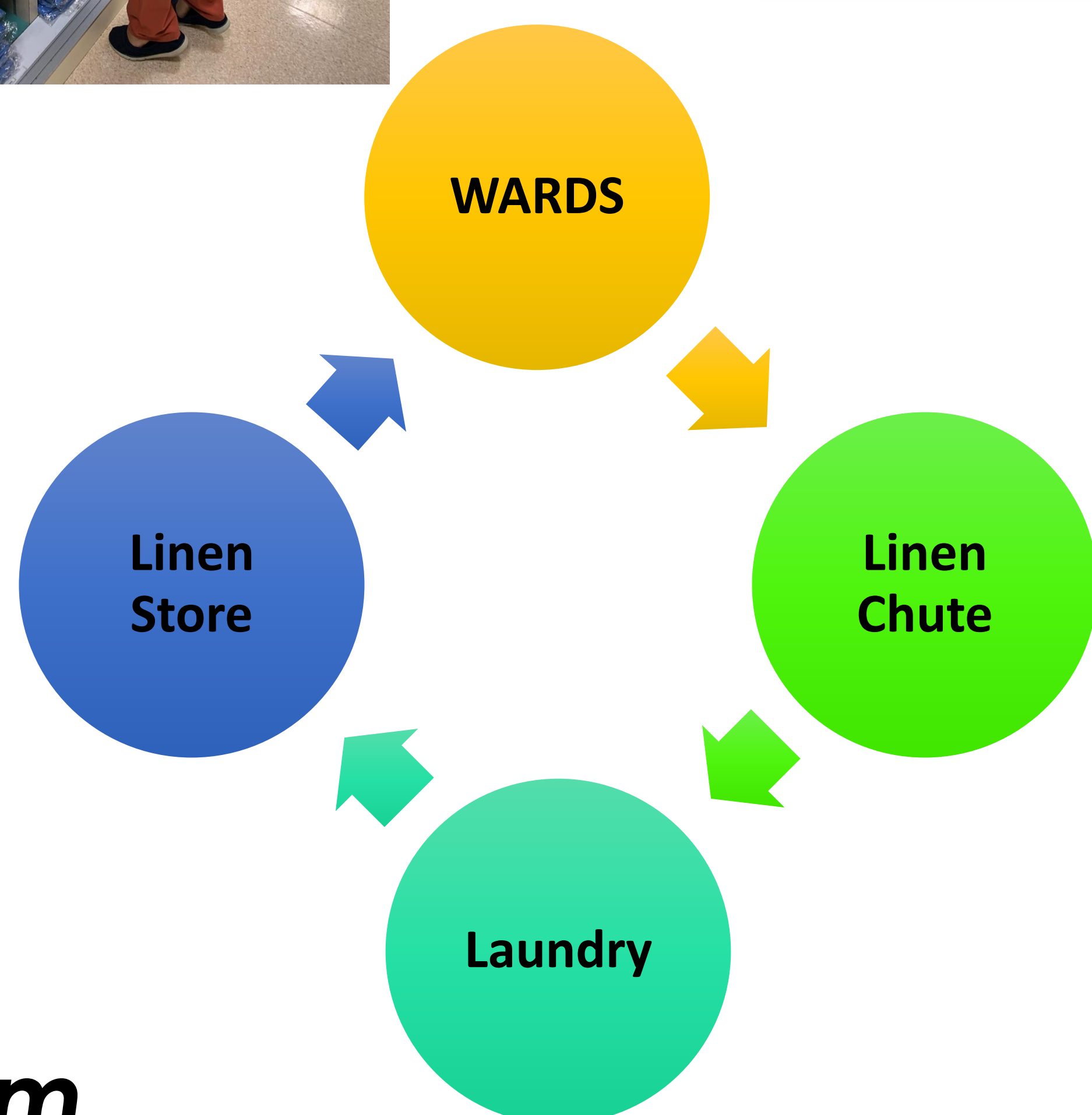
Road to Recovery

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Background

TTSH Linen Department has always been a silent yet vital member of the TTSH family, working hard behind the scenes to supply over 6000 pieces of linen daily to patients, staff and wards. The Linen Department is responsible for a broad range of duties; from the management of TTSH linen inventory and the coordination of daily laundry cycles, to in-house mending of damaged linen and issuing of all TTSH staff uniforms.

Annually, we issue up to 12,000 sets of uniforms.



Aim

We aim to provide timely support, efficient service and quality linen to patients, staff and departments, to ensure that TTSH can operate at its optimum level

Methodology

To improve upon our ability to deliver on our core aims, we opened lines of communication to our end-users. In collaboration with the **TTSH Inpatient Operations Team**, we created the app;



This platform enables end-users to provide feedback on any linen-related issues that they may have during daily operations. We strive to reply and address any issues within a 4-hour timeframe. This has served to streamline linen operations as well as reduce time spent by departments on trying to rectify linen issues.

Methodology

(continued)

We also work closely with our Laundry Service Providers and share the feedback received via the

Linen Fix It platform to ensure that they can effect the necessary changes on their end to improve the quality of our laundered linen.



We have also increased the frequency of our 100% linen checks to identify stained, torn and otherwise damaged pyjamas. These are immediately sent for mending and repair in-house which keeps cost down and dramatically reduces turn-around time.

Results

With the increased checks on the linen, we managed to keep the linen shortages to a bare minimum. We receive balance linen back from the wards. With trust and assurance restored with the end-users, they no longer fear having linen shortages during their shift.



From **6-8 feedbacks weekly**

when we first started, it is reduced to

1 feedback every fortnight.



Moving Forward

Currently, 90% of the wards in TTSH main block are going through with this new workflow. Moving forward, we would like to expand it to all wards and departments.

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