

## Principles of Effective Linen Management

Continuing Professional Education Credits (CPE): **5 Hours**

Course Duration: **5 Weeks**

### **Materials and access requirements:**

- Reading materials are included electronically as part of the course
- Computer with Internet access
- Basic computer skills
- Most recent version of Java
- Flash player

### **Who should participate?**

Environmental Services, whether your facility functions as an on-premise laundry (OPL), Co-op (owned by hospital group), commercial vendor (offsite), or government (Veterans Administration), you have the task of providing a quality product. Ideal participants include Environmental services managers, directors, and supervisors, as well as others responsible for effective management of linens in healthcare facilities.

### **Course Description:**

This online course is designed as a self-directed and facilitated educational program for healthcare environmental services and textile care professionals. The course provides an introduction and overview of key linen management issues and challenges including linen utilization, infection prevention in textiles including a discussion about the science of antimicrobial textiles, effective laundry management options and operations, OSHA standards, and HLAC accreditation standards.

Individuals are responsible for logging to the course and completing the assigned lessons and final project. Participants of this program will interact, review material, and ultimately learn from the reading materials and each other's knowledge and experience.

### **Course Objectives:**

This course will provide the knowledge and tools needed to effectively manage your laundry and linen service. The course provides the insight necessary to determine whether your facility is successfully meeting its needs and how to ensure a safe, high quality, and timely product for

patients and the nursing staff. The information obtained in this course should be used by linen managers to:

- Evaluate your infection prevention protocols to ensure the safety of healthcare staff and patients and make necessary adjustments.
- Develop a linen utilization process that creates awareness among staff.
- Discuss OSHA Regulation and review the current HLAC Standards to determine if your facility meets regulations standards.
- Conduct a needs assessment to determine linen supply and inventory.

### **Course Requirements:**

- Each week's assignments must be completed in order for learners to pass the course. Learners who do not complete the minimum required assignments by their due dates will not receive continued professional education (CPE) credits.
- The readings must be completed on time in order to prepare learners to participate fully and contribute to online discussions.
- All assigned coursework must be submitted within the designated timeframe. By reading and reviewing all the required materials, the coursework can be successfully completed and the course learning objectives can be met.

### **Lesson 1 - Introduction to Linen Management**

Lesson one will discuss factors to consider when assessing the needs of your facility, establishing par level, developing strategies to ensure linen control, and evaluating the importance of an inventory process.

#### **Lesson Objectives:**

- Determine the linen needs of your healthcare facility to maintain sufficient supplies of linen items.
- Review of the linen inventory process and calculate inventory data.
- Discuss methods to improve linen utilization in healthcare facilities.

### **Lesson 2 – Operations in Linen Management**

Quality linens and an adequate quantity of linen items received in a timely manner are critical to the functions within every healthcare facility. Knowing the needs of your facility, the nursing staff, patients, and your linen services supplier, running a cost effective service, and understanding the components needed to achieve optimum performance will be discussed in this lesson.

#### **Lesson Objectives:**

- Examine the elements, which determine the actual production cost for linen services.

- Review the latest processing cost benchmarks.
- Explore methods to reduce linen replacement cost and the increasing trend of outsourcing linen services.

### **Lesson 3 – Infection Prevention and Control in Linen Services**

Environmental services is charged with the task of preventing the spread of infection and with providing linen services that are cost efficient and meet the needs of healthcare staff and patients. To assist with this charge, lesson 3 will evaluate how linen is collected and stored, discuss the CDC guidelines for infection prevention in textiles, and explore the science behind and use of antimicrobial textiles.

#### **Lesson Objectives:**

- Review the procedures for processing soiled and contaminated linens.
- Explain the science of antimicrobial textiles and relate the use of these textiles to the healthcare field.
- Examine the correct methodology for storing and preventing contamination of clean linens.
- Review CDC Guidelines for linens in healthcare facilities.

### **Lesson 4 – OSHA Regulation Standards in Linen Services**

Maintaining a healthy and safe environment for employees and customers is paramount. The guidelines established by OSHA provide protection for employees. This week you will examine potential hazards along with possible solutions.

#### **Lesson Objectives:**

- Review OSHA's common safety and health topics to familiarize yourself with the potential hazards and possible solutions.
- Review the impact that antimicrobials and pesticides present in work-related illnesses.

### **Lesson 5 - HLAC Accreditation Standards**

In this lesson you will review, compare, and summarize the new 2011 HLAC Standards.

#### **Lesson Objectives:**

- Explore HLAC accreditation and its impact on laundry organizations in meeting the high standards for processing healthcare textiles.
- Review and compare the 2011 HLAC Standards to the 2006 HLAC Standards.
- Review commonly asked questions and real-world guidance in infection prevention.