

DID YOU
KNOW?

25,000

The number of towels purchased annually
for health system long term care facilities

better care

TUESDAY, OCTOBER 15, 2013

New Towels

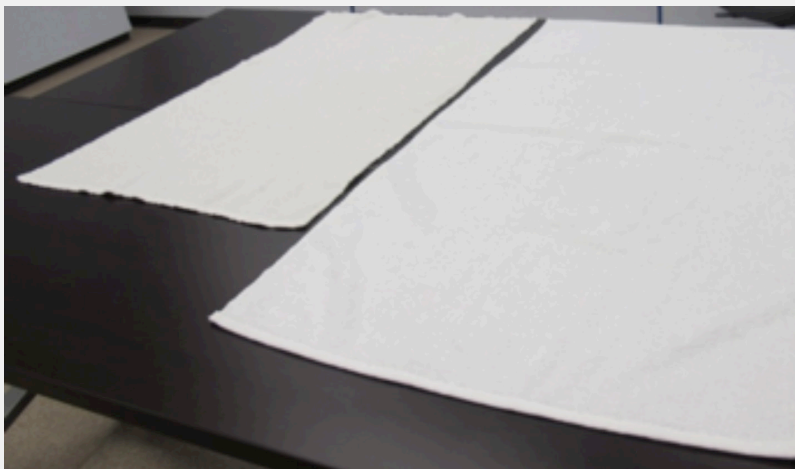
Improve Experience for Long Term Care Residents

Residents of long term care facilities served by the Provincial Linen Services will soon notice a difference in the towels they use. Feedback from a customer service survey indicated that residents and workers in long term care thought the quality of towels was low. Using information from the end users, 3sHealth identified towel quality as an improvement that could be implemented quickly.

The new terry products will be larger and softer. Aside from greatly improving the patient and resident experience, the new towel will have other benefits:

- Higher quality product will have a longer life, reducing replacement costs
- A more absorbent and softer towel will reduce the number of towels used by an individual patient. This will in turn reduce inventory and processing costs.

This initiative has already begun implementation in long term care facilities across the province and is part of the linen transition plan. It is expected to be completed by the end of 2016.



More about the survey...

In March, 2013, 3sHealth conducted a survey that gathered information to support linen service improvement from a wide cross section of health care linen customers. The survey asked patients, residents, health care facility staff and others questions about the current linen service in the province. Respondents were able to rate the linen according to cleanliness, condition of linen and the available quantities. The survey also asked people to determine their level of customer satisfaction in the areas of customer service and delivery of linen.

“The information that we gathered from the survey is helping us create a future model for linen services that ensures high quality linen, when and where it is needed, at a cost that is sustainable,” says Jim Crawford, 3sHealth’s Director of Provincial Linen Services. “We are using this information to improve the patient experience, establish province-wide standards for infection prevention and control, and create safe working environments for staff.”



***Working Together...
for Patients & Families***

3sHealth provides province-wide shared services to support a high performing, sustainable, patient and family centred health system in Saskatchewan.