



Laundry handling improvements cut injury rates, costs and lost work days

Situation

Rapid growth, staff turnover, and constant construction created significant pressure for this leading medical facility and EVS department. Linen handling was proving to be a particular problem for this group, accounting for 30% of their injuries. Employee morale was down, and days lost to injuries were up.

Solution

BSI started with a process review and risk assessment to identify laundry handling tasks with high risk for injuries and opportunities for improvements. A process mapping project helped engage employees in the search for solutions. Armed with the data from this research, BSI worked with the client to create and implement a plan focusing on four main strategies:

- Changing to lighter laundry bags—from 40 lbs to 18 lbs—and making other equipment accommodations to reduce injury risk.
- Changing staffing models and processes to provide additional staff for high turnover times.
- Improving linen chute maintenance processes and management to reduce backup.
- Improving training and emphasizing correct lifting procedures and staff engagement in solutions.

Improved Outcomes

- Measurable improvements in key outcomes:

Cost of injuries down 44%

Lost work days down 60%

Restricted work days down 23%

- Significant increase in staff morale.
- Increased staff reporting of near misses and concerns.

