

Encompass Linen Management Consulting



The Encompass Linen Management Consulting Engagement provides clinically based, on-site consulting designed to optimize your linen management program. Through proven linen policies, evidence based procedures, and clinical education initiatives we help hospital clients reduce costs and improve quality by actively engaging nursing staff in creating more efficient linen processes that drive better patient outcomes.

Linen is an expensive, consumable medical supply that is essential to the delivery of high quality patient care. Like other consumable medical supplies, there is a direct cost associated with each and every use of a linen item and consistent management attention is required to ensure “Rational Consumption” of linen.

The Encompass Clinical Resources and Consulting team provides comprehensive linen management support to both hospital nursing and linen management teams and healthcare laundry staff. By using dedicated nurse consultants with extensive textile utilization and management experience, Encompass helps customers reduce waste, improve processes, and enhance patient care while achieving and sustaining significant cost savings.

Our Approach

Our customized method emphasizes statistical linen management, patient-focused consulting and nursing education using proven process improvement methodology. Our dedicated nurse consultants conduct on-site hospital wide surveys, analyzing nursing linen use and its impact on patient care. Recommendations focus on improvements in policies addressing skin integrity, patient warming rationales, safe patient handling, infection prevention and fall prevention.

Our Success Story

“As an organization, we have had the opportunity to benefit from the Encompass Cost Management Team across the country. The expertise and resources this team provides us is second to none. We have relied on them to help educate our Strategic Account Managers, our operators and our customers. Their knowledge, experience and credentials provide a level of collaboration and service that is unprecedented in the industry. With their help, we have been able to provide better, safer products to our customers, improve staff and patient satisfaction through inventory management programs and reduce costs by introducing and educating on effective linen utilization practices. Their unique ability to “speak the language” of our customers is invaluable in winning back products that have gone disposable, offering education credits on current topics related to our industry and, most importantly elevating the relationships with our customers by having them as a valuable resource.”

— Liz Remillong
Vice President, Strategic Accounts
Crothall Laundry Services

“The Encompass Clinical team has been an invaluable asset to our company and a respected part of our extended team. They have helped us articulate to our customers the substantial savings to be realized from a first-class linen management program. Because their team members have worked in hospital clinical settings, they speak the language of our customers and offer instant credibility.”

— Greg Gicewicz,
President,
Sterile Surgical Systems,

Our Experience

- Healthcare consultants as opposed to only linen consultants
- Current on HACs, HAIs, HCAHPS
- RN/BS/MS credentialed, CLLM certified
- Comfortable interacting with the C-suite, Nursing Departments and Linen Room
- Active in industry trade organizations: AORN, WOCN, NPUAP, SPH, AHVAP
- Speak at major industry shows, AORN, ARTA, AHE, ALM, TRSA
- Author articles for major industry publications, as well as clinical white papers and CEU courses
- Extremely tenured, trusted by hospitals and cooperative and commercial laundry field personnel

Our Programs

THE EXECUTORNET® LINEN MANAGEMENT SOFTWARE SYSTEM

This is a powerful distribution and linen-tracking tool in a web-based format that allows hospital staff to make efficient, informed decisions about linen utilization, inventory management, and product selection. The system features:

- An intuitive, user-friendly program.
- Manual or hand-held data input options.
- Inclusion in the ExecutorNET® National Average Database that generates benchmarking reports on pounds per adjusted patient day (PPAPD) by hospital size, and usage by department and by item.

COST MANAGEMENT CONSULTING ENGAGEMENT

Our process provides strategic solutions to rising linen costs in a customized work plan format that helps our customers easily implement change and track results.

The engagement includes:

- Completion of a hospital-wide linen utilization study.
- A written report detailing linen cost reduction opportunities and establishing a baseline for improvement.
- Creation of a Linen Task Force to implement cost saving activities, track progress and measure success.

EDUCATIONAL MATERIALS

The Smart Solutions® Linen Education Program combines a comprehensive linen utilization in-service video with an accompanying independent study guide. This program:

- Teaches the concepts of rational linen consumption.
- Allows hospitals to incorporate linen education into current product in-service and staff development procedures.
- Appropriate for CEU or hospital in-service credit towards nursing credentials; available in both an acute and long term care versions.
- Includes electronic copies of spreadsheet tools and The Guide to Linen Management textbook.
- Offers seminars in Linen Management 101, Identifying Linen Loss, Educating the End User, Benchmarking with Industry Data, Conducting Physical Inventories, ExecutorNET® Training, Statistical Linen Management, Surveying End Users and ExecutorNET® Report Analysis.



“The Encompass Clinical Resources and Consulting Team has mentored Superior Health Linens over the past 15 years on Linen Utilization Best Practices, helping us gain new business and provide a competitive edge on actual linen costs for our customers. Their support has enabled Superior Health Linens to provide significant cost reductions to our customers while maintaining or improving patient care. Eighty percent of our hospital based customers have been able to achieve a two pound reduction in their Pounds Per Adjusted Patient Day, resulting in continued and respected relationships with these customers. Their expertise in all areas of patient care makes them irreplaceable.”

— Jennie Swartz
Director of Customer Service
Superior Health Linens

“I have relied on the Encompass Clinical Team for several years and they are an invaluable resource to Mission Linen Supply (MLS) and the Mission Linen Healthcare Team. The data and technical support they provide has become an integral part of our linen management program. The Clinical Team feels like an extended part of our MLS Healthcare Team because of their timely response and the valuable information they provide. Quite honestly, our team could not provide top notch linen management support to our customers without the Encompass Clinical Team.”

— Steven Thomas
Corporate Healthcare Specialist
Mission Linen Supply