



# BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR HOSPITALS

## 27. Linen Management

These forms are designed to be used by both hospital personnel and external surveyors. The following information must be provided after each survey, before submitting the completed survey forms.

**1. NAME OF HOSPITAL/CLINIC/FACILITY:** \_\_\_\_\_

**2. BASELINE/INTERNAL SURVEY INFORMATION:**

Title and name of person who completed this document: \_\_\_\_\_

Post and position held: \_\_\_\_\_

Date of survey: \_\_\_\_\_

**3. EXTERNAL SURVEY INFORMATION:**

Name of external surveyor: \_\_\_\_\_

Date of external survey: \_\_\_\_\_

### GUIDE TO COMPLETION OF FORM

**N.B. Hospital staff are please to use BLACK ink at all times. The external surveyors are requested to use RED ink at all times.**

Please circle the rated compliance with the criterion, e.g. NA (Not applicable), NC (Non-compliant), PC (Partially compliant), C (Compliant).

The default category affected is designated on the form for each criterion as follows:

1. patient and staff safety
2. legality
3. patient care
4. efficiency
5. structure
6. basic management
7. basic process
8. evaluation

The seriousness of the default is designated on the form for each criterion as follows:

1. mild
2. moderate
3. serious
4. very serious

### Documents Checked

Surveyor: .....

Surveyor: .....



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## 27.Linen Management

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# BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR HOSPITALS

## 27.Linen Management

### 27.1 Management

#### 27.1.1 Standard

*The laundry service is managed to ensure the provision of a safe and effective service.*

**Standard Intent:** Departmental and service managers are primarily responsible for ensuring that the mission of the organisation is met through the provision of management and leadership at departmental level. Good departmental or service performances require clear leadership from a suitably qualified individual. The responsibilities of each staff member in the department are defined in writing; each one signs their own document to show that they are in agreement with their job description/performance agreement. Documents prepared by each department define its goals and identify both current and planned services. Lines of communication within each department are documented to ensure clear accountability.

Departmental policies and procedures are essential. They give the personnel the guidance they need to carry out the functions of the department and it is important that there is a system for making sure that departmental policies and procedures are known, understood and implemented. Policies may be standardised for similar departments or be unique to the particular department. They need to be available, indexed, signed and dated; they also need the authority of the organisational leaders.

	Criterion	Comments
		Recommendations
<b>Criterion 27.1.1.1</b> Critical: '' Catg: Basic Management + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	A designated individual is responsible for the linen management service.	
<b>Criterion 27.1.1.2</b> Critical: '' Catg: Basic Process + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	The manager ensures that policies and procedures are available to guide the personnel and that they are implemented.	
<b>Criterion 27.1.1.3</b> Critical: '' Catg: Basic Process + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	The manager plans and implements an effective organisational structure to support his/her responsibilities and authority.	



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<b>Criterion 27.1.1.4</b>	The responsibilities of the manager are defined in writing.	
Critical: ..		
Catg: Basic Management + Efficiency		
<b>Compliance</b>		
<b>NA NC PC C</b>		
Default Severity for NC or PC = 3 Serious		

## 27.2 Facilities and Equipment

### 27.2.1 Standard

*Where there is a laundry on site, the department is designed to allow for safe and effective processing of laundry.*

**Standard Intent:** Departmental managers need to work closely with organisational managers to ensure that facilities and equipment are adequate. Departmental managers keep organisational managers informed of inadequate facilities, additional equipment requirements and the current state of facilities and equipment.

National requirements will apply. The laundry must comply with the National Building Regulations and Building Standards Act and the Occupational Health and Safety Act. In addition, the laundry must comply with the following requirements not covered in the criteria below:

- the roof and ceiling should be designed to minimise dust-collecting surfaces
- the floor should be well graded (slope) to allow for surface drainage in the washing area; outlets to drains must be clean and covered
- there should be access to conveniently sited ablution facilities, which may be shared with personnel from other departments
- there should be access to a staff tearoom and locker facilities for all on-duty personnel, and
- there should be a separate strategically placed supervisory office, a washing material's store which is dry, a cleaner's area or room and a clean linen store or area.

	Criterion	Comments
		Recommendations
<b>Criterion 27.2.1.1</b>	The space in the laundry is adequate to deal with the calculated or estimated dry weight of articles to be processed and the type of washing equipment.	
Critical: ..		
Catg: Basic Management + Physical Struct		
<b>Compliance</b>		
<b>NA NC PC C</b>		
Default Severity for NC or PC = 4 Very Serious		

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<b>Criterion 27.2.1.2</b> Critical: <b>0</b> Catg: Basic Management + Physical Struct <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	The laundry provides a clear flow of laundry from the soiled to the clean side with no crossover of these lines.	
<b>Criterion 27.2.1.3</b> Critical: <b>''</b> Catg: Basic Management + Physical Struct <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	Trolleys, bins, vehicles or other equipment used for the transport of linen bags are designed to avoid damage to linen and to be easily cleaned.	
<b>Criterion 27.2.1.4</b> Critical: <b>''</b> Catg: Basic Management + Physical Struct <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	Clean overalls, aprons, gloves and footwear for on-site sorting of used linen are provided and correctly used.	
<b>Criterion 27.2.1.5</b> Critical: <b>''</b> Catg: Basic Management + Physical Struct <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	Washing machines are fitted with water level gauges or dip gauges and the quantity of water is regularly checked.	
<b>Criterion 27.2.1.6</b> Critical: <b>''</b> Catg: Basic Management + Physical Struct <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	The size and number of washing machines are adequate to meet the number of loads per hour, considering peak loads.	

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<b>Criterion 27.2.1.7</b> Critical: '' Catg: Basic Management + Physical Struct <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	Ironers/laundry presses are adequate to ensure the processing of laundry items without undue delays.	
<b>Criterion 27.2.1.8</b> Critical: '' Catg: Basic Management + Physical Struct <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	The machine cage volume is specified by the manufacturer.	
<b>Criterion 27.2.1.9</b> Critical: '' Catg: Basic Process + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	Loads are weighed and recorded.	
<b>Criterion 27.2.1.10</b> Critical: '' Catg: Basic Management + Physical Struct <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	Washing machines are fitted with accurate thermometers.	
<b>Criterion 27.2.1.11</b> Critical: '' Catg: Basic Process + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 3 Serious	Thermometers are tested and calibrated as determined by the manufacturers.	



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<b>Criterion 27.2.1.12</b>	Pest control mechanisms are identified and implemented.	
Critical: ..		
Catg: Basic Process + Efficiency		
<b>Compliance</b>		
<b>NA NC PC C</b>		
Default Severity for NC or PC = 3 Serious		

### 27.2.2 Standard

*Where there is no on-site laundry, the linen-bank facilities allow for efficient handling of linen.*

	Criterion	Comments
		Recommendations
<b>Criterion 27.2.2.1</b>	The arrangement between the organisation and the off-site laundry clearly states the responsibility for sorting, counting, collection and delivery of linen.	
Critical: ..		
Catg: Basic Management + Efficiency		
<b>Compliance</b>		
<b>NA NC PC C</b>		
Default Severity for NC or PC = 4 Very Serious		
<b>Criterion 27.2.2.2</b>	Where sorting takes place on site, there is a clear flow of linen from the soiled to the clean side with no crossover of these lines.	
Critical: b		
Catg: Basic Process + Pat & Staff Safety		
<b>Compliance</b>		
<b>NA NC PC C</b>		
Default Severity for NC or PC = 4 Very Serious		
<b>Criterion 27.2.2.3</b>	Trolleys, bins, vehicles or other equipment used for the transport of linen bags are designed to avoid damage to linen and to be easily cleaned.	
Critical: ..		
Catg: Basic Management + Physical Struct		
<b>Compliance</b>		
<b>NA NC PC C</b>		
Default Severity for NC or PC = 4 Very Serious		



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<b>Criterion 27.2.2.4</b> Critical: '' Catg: Basic Management + Physical Struct <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	Clean overalls, aprons, gloves and footwear for on-site sorting of used linen are provided and correctly used.	
<b>Criterion 27.2.2.5</b> Critical: '' Catg: Basic Process + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	Soiled linen sent to the off-site laundry is sorted into bags (or other acceptable containers) which clearly indicate the content.	

### 27.2.3 Standard

*Linen stock control mechanisms are implemented.*

	Criterion	Comments
		Recommendations
<b>Criterion 27.2.3.1</b> Critical: '' Catg: Basic Process + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	Access to the laundry/linen-bank is controlled.	
<b>Criterion 27.2.3.2</b> Critical: '' Catg: Basic Process + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	There is a method of accounting for the numbers of different linen items sent for laundering.	
<b>Criterion 27.2.3.3</b> Critical: <input type="checkbox"/> Catg: Basic Process + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	There is a process to verify the numbers and physical condition of linen items sent and received.	





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<b>Criterion 27.2.3.4</b> Critical: '' Catg: Basic Process + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	A record is kept of linen issued.	
<b>Criterion 27.2.3.5</b> Critical: '' Catg: Basic Management + Physical Struct <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	Secure storage facilities are available.	
<b>Criterion 27.2.3.6</b> Critical: '' Catg: Basic Process + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	There is an inventory of all linen stored.	
<b>Criterion 27.2.3.7</b> Critical: '' Catg: Evaluation + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	Records are audited.	
<b>Criterion 27.2.3.8</b> Critical: '' Catg: Basic Process + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	All losses are investigated, reported and recorded.	

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## 27.Linen Management

### 27.3 Policies and Procedures

#### 27.3.1 Standard

*Policies and procedures guide the management of the service.*

**Standard Intent:** As indicated in 27.1.1, departmental policies and procedures are essential. They give the personnel the guidance they require to carry out the functions of the department and it is important that there is a system for making sure that departmental policies and procedures are known, understood and implemented. Policies may be standardised for similar departments or be unique to the particular department. They need to be available, indexed, signed and dated; they also need the authority of the organisational leaders. Monitoring provides the information needed to ensure that the policies and procedures are adequately implemented and followed for all relevant services.

It is particularly important that the policies or procedures indicate:

- how planning will occur
- the documentation required
- special considerations
- monitoring requirements, and
- special qualifications or staff skills.

Policies and procedures should address, at least:

- a) separating the personnel who work in the clean and the soiled areas
- b) marking linen to identify ownership
- c) washing patients' private clothing
- d) the delivery of clean linen
- e) how to obtain clean linen in an emergency
- f) handling infected linen
- g) wearing protective clothing
- h) searching used linen for sharps
- i) sorting linen, and
- j) handling of linen brought by patients.

	Criterion	Comments
		Recommendations
<b>Criterion 27.3.1.1</b>	The departmental manager ensures that policies and procedures, which address at least items a) to j) in the intent above, are available to guide the department.	
Critical: ''		
Catg: Basic Process + Efficiency		
<b>Compliance</b>		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		
<b>Criterion 27.3.1.2</b>	Policies and procedures are signed by persons authorised to do so.	
Critical: ''		
Catg: Basic Process + Efficiency		
<b>Compliance</b>		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		



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<b>Criterion 27.3.1.3</b>	Policies and procedures are compiled into a comprehensive manual which is indexed and easily accessible to all personnel.	
Critical: ..		
Catg: Basic Process + Efficiency		
<b>Compliance</b>		
<b>NA NC PC C</b>		
Default Severity for NC or PC = 3 Serious		

## 27.4 Quality Improvement

### 27.4.1 Standard

*A formalised proactive quality improvement approach is maintained in the laundry service.*

**Standard Intent:** This refers to the implementation of organisational quality improvement processes (Service Element 8).

It is the responsibility of the management of the organisation to ensure that standards are set throughout the organisation. Within each department or service, it is the responsibility of the managers to ensure that standards are set for that particular department. This requires coordination with the organisation's central/management/coordinating quality management structures or systems. Departmental managers use available data and information to identify priority areas for quality monitoring and improvement.

Quality monitoring could include:

- the availability of clean linen when it is needed
- the amount of stained linen
- the number of items that need to be repaired
- complaints about linen, and
- the number of instruments found in operating theatre linen.

As part of the laundry quality improvement processes the following will be evaluated:

- problems identified in this service for which quality improvement activities were initiated
- the processes put in place to resolve the problems
- the identification of indicators to measure improvement
- the tool(s) used to monitor these indicators
- the monitoring of these indicators and corrective steps taken when standards/goals are not achieved, and
- analysed (graphed and/or tabled) results, as appropriate.

	Criterion	Comments
		Recommendations
<b>Criterion 27.4.1.1</b>	There are formalised quality improvement processes for the service that have been developed and agreed upon by the personnel of the service.	
Critical: ..		
Catg: Evaluation + Efficiency		
<b>Compliance</b>		
<b>NA NC PC C</b>		
Default Severity for NC or PC = 4 Very Serious		



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<b>Criterion 27.4.1.2</b> Critical: '' Catg: Evaluation + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	Indicators of performance are identified to evaluate the quality of the service.	
<b>Criterion 27.4.1.3</b> Critical: '' Catg: Evaluation + Efficiency <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	The quality improvement cycle includes the monitoring and evaluation of the standards set and the remedial action implemented.	

## 27.5 Patient Rights

### 27.5.1 Standard

*The department/service implements processes that support patient and family rights during care.*

**Standard Intent:** This refers to the implementation of organisational policies on patient and family rights (Service Element 5).

Compliance will be verified during the observation of patient care processes and patient interviews.

	Criterion	Comments
		Recommendations
<b>Criterion 27.5.1.1</b> Critical: '' Catg: Basic Process + Patient Care <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	There are processes that support patient and family rights related to bed-linen provision for comfort.	
<b>Criterion 27.5.1.2</b> Critical: '' Catg: Basic Process + Patient Care <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	The personnel respect the rights of patients and families to dignity by the provision of appropriate hospital attire.	

### 27.6 Prevention and Control of Infection

#### 27.6.1 Standard

*The department/service implements infection prevention and control processes.*

**Standard Intent:** This refers to the implementation of organisational processes for infection prevention and control (Service Element 9).

	Criterion	Comments Recommendations
<b>Criterion 27.6.1.1</b> Critical: .. Catg: Basic Process + Pat & Staff Safety <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	The department identifies the procedures and processes associated with the risk of infection and implements strategies to reduce risk.	
<b>Criterion 27.6.1.2</b> Critical: .. Catg: Basic Process + Pat & Staff Safety <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	Infection control processes include prevention of the spread of infection related to infected linen.	
<b>Criterion 27.6.1.3</b> Critical: .. Catg: Basic Process + Pat & Staff Safety <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	Infection control processes include prevention of the spread of infection related to the separation of soiled and clean linen.	
<b>Criterion 27.6.1.4</b> Critical: .. Catg: Basic Process + Pat & Staff Safety <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	Infection control processes include effective hand washing procedures.	



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### 27.7 Risk Management

#### 27.7.1 Standard

*The department/service implements risk management processes.*

**Standard Intent:** This refers to the implementation of organisational risk management processes (Service Element 7).

	Criterion	Comments
		Recommendations
<b>Criterion 27.7.1.1</b> Critical: '' Catg: Basic Process + Pat & Staff Safety <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	The department conducts on-going monitoring of risks through documented assessments as part of the organisational risk management programme.	
<b>Criterion 27.7.1.2</b> Critical: '' Catg: Basic Process + Pat & Staff Safety <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	A system for monitoring incidents/near misses/sentinel/adverse events is available and includes the documentation of interventions and responses to recorded incidents.	
<b>Criterion 27.7.1.3</b> Critical: '' Catg: Basic Process + Pat & Staff Safety <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	Security measures are in place and implemented to ensure staff safety.	
<b>Criterion 27.7.1.4</b> Critical: '' Catg: Basic Process + Pat & Staff Safety <b>Compliance</b> NA NC PC C Default Severity for NC or PC = 4 Very Serious	Fire safety measures are implemented.	



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<b>Criterion 27.7.1.5</b>	The organisation's policy on handling, segregation, storing and disposing of waste is implemented.	
Critical: ..		
Catg: Basic Process + Pat & Staff Safety		
<b>Compliance</b>		
<b>NA NC PC C</b>		
Default Severity for NC or PC = 4 Very Serious		