



Mohawk Hospital Linen Services

A Division of Mohawk Shared Services Inc.

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Mohawk Hospital Linen Services (MHLS) is a centralized linen service offering efficiencies and cost savings unobtainable by individual facilities. Since opening in 1971 as a not-for-profit organization, the key focus continues to be a dedication to serving the health care community of Ontario. MHLS' customer group is comprised of member and participating hospitals, long term care facilities, ambulatory and miscellaneous services throughout the Golden Horseshoe, Niagara Peninsula and Greater Toronto area and growing!

Every customer of Mohawk provides input into the way the business operates, utilizing a customer liaison committee. Operating personnel work constantly to ensure standardization, improve efficiencies, reduce costs and incorporate best business practices for every customer – a benefit of 40 years of experience.

“Working for you – Strengthening Cooperative Solutions”



MHLS provides solutions to the needs of customers through a pursuit of continuous quality improvement in all areas. Mohawk Hospital Linen Services is dedicated to providing quality linen products and associated services in a timely manner at the lowest possible cost.

“Delivering services that support health care and our communities is a vision that allows our shared services organization to worry about the details of transparent services, leaving hospitals to focus on patient care”.

Shared Services Offer Synergies:

MHLS collaborating with the other Mohawk Divisions continually establish and implement best practices that create sustenance, as well as support future opportunities for the overall benefit of health care partners. Sharing warehouse and logistical efforts with the Supply Chain Division presents an opportunity to improve accessibility and distribution methods to health care facilities.

The **Linen Services Division** is one of four business streams. Others include:

Supply Chain Division:

- Offering warehousing, logistics, product sourcing / standardization, contract management, project management; pandemic supply and supply chain expertise for health care facilities
- Improved efficiencies and reduction in supply costs through centralized procurement in 53,000 sq. ft. automated warehouse and least cost distribution

Employee Assistance Division

(Hurst Place):

- Since 1990 offering a complete spectrum of employee counselling services and programs to support organizational effectiveness, productivity and employee quality of work and home life
- Programs or ad-hoc services are available for employee wellness, career transition services, education & training and much more

Diagnostic Imaging Repository Division:

- A central image and report repository connecting hospital systems via web-based applications
- Integrates with and provides information to the country-wide Electronic Health Record (EHR) initiative

Linen Services



PROGRAMS PROVIDING IMPACT

A **Dynamic Linen Replenishment System** is utilized to minimize the management of linens in hospitals, virtually eliminate shortages and allow for near 100% ship fill rates. The system is adaptable to allow for single deliveries, multi day deliveries, and can be set-up to follow your internal schedules. There are built in controls for contingencies as they may arise. Reports are available to assist in assessing usage, trends, and to identify possible cost saving measures.

MHLS' Utilization Program is part of the MHLS best practice initiatives. This program tool can be implemented with hospitals to evaluate the entire linen management process ensuring effectiveness, efficiencies and cost reduction where possible. Cost savings can then be redirected to patient care. Annual Benchmarking Reports are generated for the entire system through the Liaison Committee User Group.

Environmental Stewardship is a mandate with MHLS to constantly improve operating efficiencies, having a continual positive impact on the environment. Vendor partners are asked to ensure environmental consideration, factoring in everything from purchasing requirements to carrier services. Facility equipment and processes implemented consider the environmental impact as well, such as the use of multi-chamber wash lines drawing significantly less water and energy than traditional single pocket washer/extractors.

Microfibre Cleaning Systems – MHLS was the first central laundry in Canada to introduce state of the art cleaning products for enhancement of both housekeeping and infection control. Full training is provided on-site with hospital staff, with follow-up support from both MHLS and the manufacturer.

scrubEx® Dispensing Systems – computerized machine controls scrub use and has proven to save money once managed in the hospital environment.

Hybrid Complete Delivery Systems are utilized for labour & delivery procedures and are in test development stages for OR procedures. Another first for MHLS in Canada is this innovative product concept which combines reusable and single use surgical products into one package, substantially saving touch points and reducing hospital costs relative to ordering, picking and delivery.



Mohawk Hospital Linen Services **Touch Less ♦ Use Less ♦ Spend Less** program definitely has everyone's future in mind.

Quality Product & Processes

Vendor partners are selected under strict quality guidelines. The guiding principal is the belief that the first step in a quality process is in purchasing quality products and working with care in processes, paying attention to environmental impact, longevity and functionality.

Quality Standards

All Canadian Council on Health Facilities Accreditation (CCHFA) Guidelines are followed. The MHLS facility goes through an annual Benchmarking Study to ensure quality standards and processing.

Sterile Processing Department – A medical device licensed facility that meets or exceeds CSA Guidelines for the processing of surgical linens. Employees are CSAO certified and our commitment is to provide superior re-usable products that are kind to the environment and offer cost saving alternatives to single use products.



Strengthening Cooperative Solutions

VISION

To excel as a shared services organization by delivering services that support health care and our communities.

MISSION

To serve our clients and community through:

- Providing superior and expanding services to clients;
- Delivering financial value to clients;
- Maximizing the effectiveness of our business systems; and
- Attracting and retaining employees who are driven to serve