Implementation Process
Unlike most strategies, the effort here is to maintain, refine and improve processes begun many years ago rather than dismantle them for largely economic reasons. The laundry staff and supervisor are at the core of the success of this service, along with the on site materials management department. Their effective communication is the key to an unimpeded operation. The infection control department is instrumental in reviewing policies and developing standards which are translated into protocol for new and existing staff.

Challenges and Lessons Learned
The greatest challenge in sustaining an on site laundry service, is the maintenance required for the necessary equipment. In order to maintain the service, frequent inspection and preventative maintenance must occur on the equipment. Another challenge associated with the service is frequently reevaluating the cost versus benefit of maintaining the service, as opposed to outsourcing or moving to disposable products. While both products offer benefits, it has been found that the reusable products provide increased comfort, dependability, and reduced waste.

Demographic Information
St. Joseph’s Medical Center is a 359-bed community medical center located in Stockton, California. The medical center is part of the Dignity Health organization, a large integrated delivery network of more than 40 hospitals serving communities across California, Arizona, and Nevada. Located in central Stockton, the St. Joseph’s Medical Center specializes in cardiovascular care, comprehensive cancer services, and women and children’s services including neonatal intensive care. St. Joseph’s is the largest hospital and private employer in Stockton, California.

Annually Marian sees approximately 54,000 Emergency Services patients and more than 111,850 outpatient visits annually. Marian births about 250 babies a month which translates to 3,000 babies annually. Marian’s Medical/Surgical Unit admits more than 800 patients a month and approximately 9,600 patients annually.

Marian employs nearly 1,600 staff members. With more than 300 physicians on the medical staff, over the last four years Marian has recruited more than 60 physicians. Marian also has approximately 300 volunteers and 150 volunteers.