



FDR Services Corp.

Healthcare Laundry Specialists

Linen Awareness Program

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I. Overview of Linen Awareness Program

FDR Services Corp.'s Linen Awareness Program provides a series of events and reviews to enhance the value of the management services provided by FDR Services to our Customers. The Linen Awareness Program is designed to provide all level's of management and the end users of each facility with the education and the management reports necessary to evaluate the cost and proper utilization of linen within the facility.

All of these programs are designed to provide our customers with the highest quality services while controlling their costs.

II. Linen Awareness Day

Linen Awareness Days provide the opportunity to educate the users of linen within our customer facilities about proper linen utilization practices. The feedback from users is also an important component in planning future educational opportunities and obtaining comments about user impressions of linen service levels.

A. Frequency: Linen Awareness Days are conducted on a scheduled basis with Hospital events conducted quarterly and Nursing Home events conducted bi-annually.

B. Responsibilities:

1. Regional Vice President Sales & Service is responsible to prepare and review with the facility the results and findings from the Linen Awareness Day event. This presentation is to be in conjunction with the review of the Linen Inventory Survey and the Quarterly Soiled vs. Clean Review.
2. Account Executive will be part of the FDR representation at the Linen Awareness Display along with any FDR on-site management personnel that are assigned to the facility.

The Account Executive will provide additional account specific topics and questionnaires for the presentation. They will obtain the appropriate door prize that is awarded to a facility employee answering the questionnaire correctly.

A report will be prepared detailing the success of the presentation and review topics discussed with facility employees such as distribution improvements, abusive practices and in-service educational opportunities.

C. Timing: Linen Awareness Days are conducted in conjunction with the Linen Inventory Surveys. The display will be available to those employees ending the night shift, the day shift and employees arriving for the evening shift.

D. Display: Each FDR Regional VP of Sales & Service is provided with a display featuring linen utilization topics and ideas. The display is updated with new



topics periodically. The Account Executive is also responsible to provide requests for additional account specific posters and questionnaires in advance of the Awareness Day. Flyers and other informational materials will be made available in conjunction with the displays.

E. Conclusion: These Linen Awareness Days are an important part of our Linen Awareness Program. This program is designed to help the customer better understand the benefit that our management brings to the customer and provide positive user interaction that is not available from other vendors.

III. Linen Inventory Survey

Linen Inventory Surveys evaluate linen utilization practices, linen-stocking levels and in-house linen distribution practices. The results of these surveys enable FDR Services to make recommendations for improvements to the linen management and utilization practices in the facility. These recommendations also involve adjustments to stocking levels representing the established PAR levels in each user area. All of these recommendations are aimed at user satisfaction, improving linen utilization and controlling the cost of providing linen services to the facility.

A. Frequency: Linen Inventory Surveys are conducted on a scheduled basis with Hospital events conducted quarterly and Nursing Home events conducted bi-annually.

B. Responsibilities:

1. Regional Vice President Sales & Service is responsible to prepare and review with the facility Senior Management the results and findings from the Linen Inventory Survey.

The report will review utilization, distribution and educational opportunities. The report will also detail the amounts and value of excess linens stocked within the facility. The cost of these practices along with the savings to the facility resulting from the inventory adjustments are part of the presentation.

This presentation is to be in conjunction with the review of the Quarterly Soiled vs. Clean Review and the Linen Awareness Day.

2. Account Executive will be part of the FDR representation at the Linen Inventory Survey along with any other FDR management personnel necessary to assist in conducting the facility survey.

In addition, the Account Executive is responsible to make all arrangements for facility representation during the survey and any arrangements necessary to gain access to all linen storage areas in the facilities.



The Account Executive will provide all necessity worksheets, including listings of all linen users and their current PAR stocking levels.

A report will be prepared detailing the success inventory survey and review, providing a review of all utilization, stocking and distribution practices that may provide an opportunity for improvements or the need for additional in-service education. This report will also detail the stocking levels of each user area and the adjustments made to bring those levels back to the established PAR levels for that area.

- C. Process:** The Linen Inventory Surveys are conducted by inventorying all clean linens available in patient and ancillary areas before the normal established PAR delivery. During this process, observations about linen utilization and distribution practices are noted.

Standardized forms are utilized in collecting the information from the survey.

They are:

1. User Area Data:

	Unit 1	? Unit Name - Floor		S-M-T-W-T-F-S	Days Delivered
	Date	?		?	Bags of Soiled Linen
				Y/N	Time
					Cart Delivered

Amount Overstocked/ Under Stocked	Recommended Next Delivery	Established Standard PAR	Total Unit Clean (Before Delivery)	Linen Cart in User Area (Before Delivery)	All other linen on unit (Rooms, Shelves, Sat. Carts, Breakroom) (Before Delivery)
? Unit Name - Floor					
0	0		Sheet		
0	0		Knitted Sheet		
0	0		Pillowcase		
0	0		Draw Sheet		
Gown, Patient					
0	0		Gowns, IV		
0	0		Gowns, X-Ray		
0	0		Gown Obese IV		
0	0		Gown other		
0	0		Robe		
Blankets, Bath					
0	0		Blankets Thermal		
0	0		Towels, Bath		
0	0		Wash Cloth		
0	0		Bed Pad		
Baby Blanket					
0	0		Baby Blanket		
0	0		Baby Shirt		
0	0		Pedi Gown		
0	0		Diaper		
0	0		Baby Pad		

Notes, Follow-up Needed, Adjustments Needed, Abuse, Utilization Improvements:

2. Facility Overview:



FDR SERVICES CORP.
Healthcare Laundry Specialists

revised 12-31-08

Linen Awareness Program

Account:

?

Date:

?

Per Pound Pricing

<i>Value of Returned Linens</i>	<i>Unit Rental Cost</i>	<i>Item Description</i>	<i>Total Weight</i>	<i>Item Weight</i>	<i>Linens Returned for Redistribution</i>
\$0.00	\$0.4000	Sheet	0	1.10	0
\$0.00	\$0.0000	Knitted Sheet	0	1.29	0
\$0.00	\$0.0000	Pillowcase	0	0.21	0
\$0.00	\$0.0000	Draw Sheet	0	0.54	0
\$0.00	\$0.0000	Gown, Patient	0	0.71	0
\$0.00	\$0.0000	Gowns, IV	0	0.74	0
\$0.00	\$0.0000	Gowns, X-Ray	0	0.78	0
\$0.00	\$0.0000	Gown Obese IV	0	0.74	0
\$0.00	\$0.0000	Gown other	0	0.71	0
\$0.00	\$0.0000	Robe	0	0.78	0
\$0.00	\$0.0000	Blankets, Bath	0	1.31	0
\$0.00	\$0.0000	Blankets Thermal	0	2.23	0
\$0.00	\$0.0000	Towels, Bath	0	0.48	0
\$0.00	\$0.0000	Wash Cloth	0	0.04	0
\$0.00	\$0.0000	Bed Pad	0	1.12	0
\$0.00	\$0.0000	Baby Blanket	0	0.25	0
\$0.00	\$0.0000	Baby Shirt	0	0.06	0
\$0.00	\$0.0000	Pedi Gown	0	0.10	0
\$0.00	\$0.0000	Diaper	0	0.22	0
\$0.00	\$0.0000	Baby Pad	0	0.22	0
\$0.00	\$0.0000		0		0
\$0.00	Rental Total Value Recovered				
\$0.00	Replacement Value of Linens Recovered				

D. Conclusion: This Linen Inventory Survey is an important part of our Linen Awareness Program. Presenting and implementing our recommendations to the facility for maintaining and improving proper stocking levels, improved utilization, but most importantly to control costs through better management of inventory is the goal of this survey process.

IV. Quarterly Clean Soiled Review

FDR maintains records of all clean deliveries of linen and of all soiled pick-ups for each facility that it services. In addition, a unique soiled factor is established for each facility that is updated periodically.

This information is reviewed regularly and utilized to indicate possible improper inventory stocking levels or linens not being returned from the facility for a variety of reasons.

It is our goal to help each facility manage the linen process so that all linen costs associated with the program are at the optimum levels and that all linens used at the facility is properly returned after use.

A. Frequency: The Clean Soiled Reviews are conducted on a quarterly basis with Hospital and Nursing Homes.

B. Responsibilities:

1. Regional Vice President Sales & Service is responsible to prepare and review with the facility the results and findings from the Clean Soiled Review.

This report will include recommendations for the management of inventory levels along with suggestions to improve any deficiencies in linen return rates.

Along with the suggestions, the presentation will include any financial impacts these practices have on the facilities.

2. Account Managers are responsible to review soiled clean information with each facility at their regularly scheduled service visits.

The Account Managers will also assist in implementing better management practices to improve the linen utilization and collection process.

C. Conclusion: The ongoing monitoring of clean linen deliveries in conjunction with the adjusted comparison to soiled linen returns is a valuable tool in managing the linen stocking irregularities, possible linen abuse and linens not returned.

The programs established goal is to indicate any potential problems and allow FDR and the facility team to work on taking corrective actions. Corrective actions are initiated with the intention of lowering the overall linen cost to the facility by establishing and maintaining proper linen handling and use practices.

V. Executive Summary

The Linen Awareness Program is designed to allow the facility to obtain the greatest value for its linen expenditures. Each component serves a specific purpose in the linen management process.

The greatest value is obtained by providing the most useful product for its intended use, in proper quantities, while insuring that the entire cycle of linen is managed at optimum levels.

Value is the basis of a good relationship and our ongoing Value Added initiatives are designed, and continually updated, to provide for Best Practices in all matters relating to linen utilization and management at each facility.