

## NEW INTELLIGENT LAUNDRY SYSTEM (SIGLA) IN HOSPITAL LOZANO BLESA OF ZARAGOZA (HCULB), ARAGON, SPAIN

### **Improvement of Key Performance Indicators (KPIs) and working conditions through value engineering**

The Innovation Procurement of HCULB sought the implementation of a new and intelligent laundry system to replace the one installed in 1974 in an area of 980 square meters. With the purpose to achieve a substantial improvement in the laundry services, the tender documents required the complete adaptation of the facilities and defined a new service model based on kilos of clothing treated. The requirements sought that the solution must involve maximum traceability and information management, both in the washing and distribution process and in the identification systems used in personal garments. In addition to the technological innovation, the solution should achieve improvements in the working conditions of the staff and reduction of risks inherent to the activity, while reducing the total costs of the services, due to greater efficiency, capacity and automation of a part of the facilities.

As the improvement of the system is based on the application of ICT technologies, the contract required that the successful bidder must guarantee the renewal and / or technological update as well as the incorporation of new technologies that may arise during the term of the contract (value engineering). The changes will lead to an advance in the working conditions of the staff, through the improvement of the ergonomics of the workstations, and in the ecological footprint of the hospital, by reducing energy and water consumption.

At present, the Hospital laundry, which serves an area where 5,200 people work and 980 hospital beds are located, has been refurbished with third-generation equipment, doubling its capacity. This major renovation allows to handle up to three million kilos of laundry per year (compared to the previous 1,300,000 kilos p/y) with a great boost for energy efficiency and productivity (e.g. allowing to go from 5,500 kg of clothes washed per shift to 6,300 kg of clothes washed per shift). The clothes are automatically dispensed 24 hours / 7 days a week, using RFID technology to identify the garments.

The laundry continues to be managed and directed by the Hospital's own staff, so that the supplier's work is reduced to the supply, maintenance and renovation of the machinery. The service is paid to the supplier by units –kilo of washed clothes and automatically dispensed garments- ("pay per use" mode).



Source: HCULB – Servicio Aragonés de Salud <http://www.hcuz.es/web/quest/cpi-ing>.

Video: <https://www.youtube.com/watch?v=6rgGEbtb19k>

Photos: Girbau - Laundry beyond laundry

