ABM Healthcare Support Services has designed a comprehensive laundry and linen management program that provides your hospital with clean, bright, and aseptic linens using the most productive and cost-effective methodologies.

**Deliverables and Results**

Whether you need management of an on-site laundry operation, a cooperative/commercial laundry operation, or the linen distribution function, we have a program that can help. Results include:

- Professional department management
- Reduced processing/utility/expenses
- Extended life/appearance of linens
- Balanced par levels
- Coordinated linen distribution schedules
- Productive/trained associates
- Safety & regulatory compliance
- Enhanced patient satisfaction

**Our Strategic Approach**

ABM analyzes your current laundry equipment, workflow patterns, and the quality of the laundry product. We then design work specifications to ensure worker safety and proper ergonomics, and develop production standards, operating procedures, and recording mechanisms to maintain peak productivity. We also calibrate washroom chemistry to achieve maximum cleanliness, color and whiteness while protecting the life of the textiles.

**Professional On-Site Management**

Our managers are highly trained and have a depth of experience in managing laundry operations. Our teams are supported by trained, technical laundry specialists who have also served as advisers and trainers for the Association Linen Management (ALM). We bring professionalism and customer service to this often overlooked but important department.
Management Systems

To maximize the efficiency and productivity of labor and equipment, we implement managerial controls and systems to meet target production goals and reduce operating costs. Our systems include complete reporting on pounds processed, linen utilization, linen replacement and user satisfaction. Linen par levels are established for each user and location. Textiles are standardized for processing consistency, and linen inventories are conducted annually.

The part about our training is important since we invest in our employees with interactive training modules that also exceed healthcare regulatory requirements.

Laundry Operations

We utilize the current laundry equipment owned by the hospital to process soiled linens. We have experience with older equipment and modern, advanced machinery and operate equipment in the most productive manner.

Strategic Planning

ABM also provides consulting and design services for renovation and replacement of existing laundry facilities or the design of a new laundry facility. From retrofitting and equipment purchasing to new projects and designs, we can move you forward.

Technical & Customer Service Training

A well-trained staff is essential for the effective operation of the department. Our training program utilizes an extensive collection of interactive training modules that meet and exceed healthcare regulatory requirements. In addition, laundry associates receive customer service training and are cross-trained in multiple work functions.

About ABM Healthcare Support Services

ABM Healthcare Support Services joins together three healthcare services leaders — HHA Services, Healthcare Parking Systems of America (HPSA) and ABM Health to provide each of the services needed to support healthcare’s entire ecosystem—from hospitals to ambulatory surgical centers and medical office buildings. Services provided include clinical engineering & healthcare technologies, environmental services, facilities management, food service, hospitality, parking, patient sitter/companion & transportation, and security.

About ABM

ABM (NYSE: ABM) is a leading provider of facility solutions with revenues exceeding $4 billion and 100,000 employees in over 350 offices deployed throughout the United States and various international locations. ABM’s comprehensive capabilities include facilities engineering, commercial cleaning, energy solutions, HVAC, electrical, landscaping, parking and security, provided through stand-alone or integrated solutions.