



Defense Health Agency

PROCEDURES MANUAL

NUMBER 6430.02

June 16, 2021

DAD-MEDLOG

SUBJECT: Medical Logistics (MEDLOG) Linen Services Management

References: See Enclosure 1.

1. PURPOSE. This Defense Health Agency-Procedures Manual (DHA-PM), based on the authority of References (a) and (b), and in accordance with the guidance of References (c) through (h), establishes the Defense Health Agency's (DHA) procedures to efficiently manage MEDLOG linen services, optimize performance, increase beneficiary safety and health, reduce costs where appropriate, and maximize the value of each dollar spent on Linen Services. This DHA-PM also assigns responsibilities and provides procedures for contract management oversight.
2. APPLICABILITY. This DHA-PM applies to the DHA, DHA components (activities under the authority, direction, and control of DHA), Military Departments, and all personnel to include: assigned or attached active duty and reserve members, members of the commissioned corps of the Public Health Service, federal civilians, contractors (when required by the terms of the applicable contract), and other personnel assigned temporary or permanent duties at DHA and DHA Components
3. POLICY IMPLEMENTATION. It is DHA's instruction, pursuant to References (a) through (f), that MEDLOG linen services will include the management, collection, distribution, storage, and disposition of all linen within MTFs.
4. RESPONSIBILITIES. See Enclosure 2.
5. PROCEDURES. See Enclosure 3.

6. PROPONENT AND WAIVERS. The proponent of this publication is the Deputy Assistant Director (DAD), MEDLOG. When Activities are unable to comply with this publication the activity may request a waiver that must include a justification, to include an analysis of the risk associated with not granting the waiver. The activity director or senior leader will submit the waiver request through their supervisory chain to the DAD-MEDLOG to determine if the waiver may be granted by the Director, DHA or their designee.

7. RELEASABILITY. **Cleared for public release**. This DHA-PM is available on the Internet from the Health.mil site at: <https://health.mil/Reference-Center/Policies> and is also available to authorized users from the DHA SharePoint site at: <https://info.health.mil/cos/admin/pubs/SitePages/Home.aspx>.

8. EFFECTIVE DATE. This DHA-PM:

a. Is effective upon signature.

b. Will expire 10 years from the date of signature if it has not been reissued or cancelled before this date in accordance with Reference (c).

9. FORMS

a. The following Department of Defense (DD) forms are available from: https://www.esd.whs.mil/Directives/forms/dd1000_1499/.

(1) DD Form 1150, Request for Issue/Transfer/Turn-In

(2) DD Form 1348-1A, Issue Release/Receipt Document

b. The following DHA Forms are available from: https://info.health.mil/cos/admin/DHA_Forms_Management/Lists/DHA%20Forms%20Management/AllItems.aspx.

(1) DHA Form 125, Stock Accounting Record

(2) DHA Form 140, Inventory Adjustment Report

(3) DHA Form 141, Document Register for Supply Actions

(4) DHA Form 142, Daily Weights

/S/
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Director

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ENCLOSURE 1

REFERENCES

- (a) DoD Directive 5136.01, “Assistant Secretary of Defense for Health Affairs (ASD(HA)),” September 30, 2013, as amended
- (b) DoD Directive 5136.13, “Defense Health Agency (DHA),” September 30, 2013
- (c) DHA-Procedural Instruction 5025.01, “Publication System,” August 24, 2018
- (d) National Defense Authorization Act for Fiscal Year 2017, Section 702
- (e) DoD Instruction 6430.02, “Defense Medical Logistics Program,” August 23, 2017
- (f) DHA-Procedural Instruction 6430.02, “Defense Medical Logistics (MEDLOG) Enterprise Activity (EA),” September 27, 2018
- (g) Code of Federal Regulations, Title 29, Subpart 1910.1030
- (h) American National Standards Institute/Association for the Advancement of Medical Instrumentation Standard ANSI/AAMI ST 65:2008, Processing of Reusable Surgical Textiles for Use in Healthcare Facilities¹

¹ This reference can be found at: <https://webstore.ansi.org/standards/aami/ansiaamist652008r2018>.

ENCLOSURE 2

RESPONSIBILITIES

1. DIRECTOR, DHA. The Director, DHA, will assign responsibilities to the DAD-MEDLOG to implement this DHA-PM in accordance with Reference (b).

2. SECRETARIES OF THE MILITARY DEPARTMENTS. The Secretaries of the Military Departments will assist DHA in ensuring compliance with the guidance in this publication.

3. DAD-MEDLOG. The DAD-MEDLOG must support oversight of the delivery of all MEDLOG services at MTFs in accordance with References (e) and (f) and must designate the Chief, DHA Environmental Services Division to manage linen services.

4. CHIEF, DHA ENVIRONMENTAL SERVICES DIVISION. The Chief, DHA Environmental Services must provide the guidance, policy, and oversight for MTF environmental service operations.

5. CHIEF, DHA REGULATED MEDICAL WASTE (RMW) AND LINEN SERVICES. The Chief, DHA RMW and Linen Services must:

a. Implement uniform MTF reporting requirements to assess cost effectiveness and quality of laundry and linen distribution services.

b. Provide statistical utilization management data as required.

6. DIRECTOR, MTF. In accordance with Federal, State, and local regulations, the Director, MTF must:

a. Have overall responsibility for the management of Linen Services.

b. Appoint a Linen Control Officer (LCO).

c. Establish a Linen Management Committee (LMC)/Linen Management Function (LMF).

d. Establish a Scrub Policy.

e. Approve linen inventory adjustments.

7. CHIEF, MEDLOG OFFICER. The Chief, MEDLOG Officer will have staff responsibility for linen services and nominate the LCO to serve as the contracting officer's representative at those MTFs that directly contract for laundry and/or textile distribution services.

8. LCO. The LCO is functionally responsible for the daily management of linen services, including providing local policies and procedures complying with References (g) and (h). The LCO must also:

- a. Supervise Linen Services personnel activities.
- b. Maintain accurate linen and laundry records and account for government-owned healthcare linen.
- c. Establish procedures to account for increases and decreases of linen due to patient evacuation (e.g., transfer to another facility).
- d. Provide linen services by actively identifying requirements, determining the best means of furnishing linen items and services, and maintaining close coordination with using activities and sources of services.
- e. Advise the MTF Infection Control Committee/Function on issues relating to linen management.
- f. Serve as the Task Order Contracting Officer's Representative (TO/COR) at those MTFs that directly contract for laundry and/or textile distribution services.
- g. Monitor contract laundry services using evaluation criteria within the Performance Work Statement and Quality Assurance Surveillance Plan (e.g., cleanliness, shrinkage, turnaround time) for contractor performance.
- h. Establish and maintain facility par levels and demand supported using activity stockage levels.
- i. Analyze linen use to identify inappropriate patterns of use and prevent the theft and misuse of linen.
- j. Manage linen repair and special fabrication procedures.

9. LMC. The LMC is the means through which the MTF can establish policy to improve patient care, services, and cost control. The LMC may be integrated with another MTF parent committee (e.g., Environment of Care Committee), if approved by the Director, MTF. In this case, the LMC becomes the LMF. The LMC/LMF must:

- a. Evaluate service support and provide suggested improvements to the MTF Director.

b. Consist of the following appointed members, designees, or equivalent position:

- (1) Director for Administration
- (2) Director for Clinical Services
- (3) Chief MEDLOG Officer
- (4) Chief, Environmental Services
- (5) Director for Nursing Services
- (6) Infection Control Officer
- (7) LCO
- (8) Others, as deemed necessary by the MTF Director

c. Review results of inventories for excessive losses or gains and for recommending corrective action to the MTF Director.

ENCLOSURE 3

PROCEDURES

1. HANDLING, STORAGE, AND DISTRIBUTION. The handling, storage, and distribution of clean and soiled linen must comply with the standards in Reference (g).

- a. The LCO must establish controls to eliminate contact between clean and soiled linen.
- b. Clean linen must be stored at least 8 inches from the floor on solid shelving, at least 18 inches from the ceiling, and at least 2 inches from outside walls.
- c. Clean linen must be delivered to the user in a manner that minimizes microbial contamination from surface contact or airborne deposition.
- d. Separate areas must be designated in using activities and linen supply to separate the storage and distribution of clean textiles from the collection and processing of soiled linen to prevent cross contamination.
- e. Separate delivery carts must be utilized for the exchange of clean and soiled linen. These carts must be clearly identified and never interchanged. The local infection control committee/function will determine how often to disinfect the carts.
- f. Soiled linen must be collected (bagged) and processed in accordance with Reference (g).
- g. Soiled linen must be transported in closed containers or covered carts.
- h. Soiled (contaminated) linen must not be sorted or rinsed at the MTF, except within on-premise laundry facility.

2. ACCOUNTING

- a. Linen must be accounted for on DHA Form 125, Stock Accounting Record. Records must provide for the recording of the beginning balance, recording increase transactions, recording decrease transactions, and ending balance. Accounting records must always be kept up to date. Current and accurate postings must be made so that the records always show the true balance of stock. Transactions showing gains or losses must be posted to the records within 3 workdays after receipt. Accounting records must be retained for 3 years after the last posting date and then destroyed.
- b. The following procedures apply to the DHA Form 125:

(1) DHA Form 125 is used to record all transactions for a single linen item. File DHA Form 125 electronically with any applicable metadata (vouchers) and in accordance with procedures outlined by the local MTF Records Liaison. The required entries on DHA Form 125 are as follows:

(a) Stock number block. Enter the item description and national stock number, vendor's catalog number, or other identifying number used to identify the item.

(b) Date column. Enter the Julian date of each posting.

(c) Balance brought forward. Enter the date and balance found in the balance carried forward entry on the previous card.

(d) Date/serial column. Enter the voucher number.

(e) Gain column. Post receipts, turn-ins, adjustments, and any other transactions that increase the balance as a gain.

(f) Loss column. Post issues, shipments, adjustments, and any other transactions that decrease the balance as a loss.

(g) Balance column. Enter the balance after the previous balance has been increased or decreased by the posting.

(h) Balance carried forward. Enter the date and balance to be entered in the balance brought forward entry on the next form.

(2) All transactions entered on DHA Form 125 must have a hard copy document with a voucher number recorded on the document.

(3) Voucher documents are used to support all entries on the DHA Form 125. The voucher is evidence of a transaction. Documents processed as adjustments, issues, shipments, turn-ins, or receipts are vouchers. Hard copy documents with signatures will be maintained for receipt, issue, turn in, and balance adjustment transactions. Voucher documents are held for 3 years and then destroyed.

c. DHA Form 141, Document Register for Supply Actions, and voucher files must be used to support all entries affecting the inventory balance. Each voucher will be recorded immediately after initiation so the register is current. . The Document Register is maintained by calendar or fiscal year.

3. INVENTORIES

a. Inventories for Government-owned linen will be conducted at least annually. MTF Directors may direct more frequent inventories based on inventory results, evaluation of user stockage levels, or other available data (e.g., suspected laundry losses, wholesale theft, and linen abuse). The LCO will announce the exact date and time for the inventory.

b. Linen inventories will be performed as indicated in the following steps:

(1) Identify all linen using areas and products to be counted. Then generate inventory forms. If using an electronic linen management program, customized inventory forms should be available.

(2) Inventories may be scheduled during regular working hours as long as conflicts are minimized. Mondays should generally be avoided because they tend to be heavy linen delivery days. Performing inventories during off-hours can bring up issues of overtime, conflicting schedules, or restricted access to locked areas after-hours.

(3) Ensure staff and using activities are aware of the importance of conducting accurate inventories. A memorandum should be sent to all linen users in advance of the inventory to prepare all personnel for the inventory (see Figure below for sample inventory memorandum).

(4) Conduct an inventory in-service for those persons who have been assigned to count. The in-service is a good time to distribute the inventory forms, explain the inventory procedures, review product terminology and exactly what should be counted and answer questions.

(5) Conduct the inventory by linen using area. Allow 2 to 3 hours for all areas to complete the count. Inventory in the laundry will take 24 to 48 hours to complete as linen is processed and counted when clean. It is advantageous to walk the facility during the inventory to be certain everyone is counting. Ensure all forms are returned by the specified deadline and review each form for accuracy.

(6) Generate the results and compile the inventory information. If using an electronic linen management program, input the inventory information and run the appropriate reports.

c. An Inventory Adjustment Report, DHA Form 140 will be used to record results of the inventory and document inventory gains and losses to the accounting records. A voucher number will be assigned to the DHA Form 140.

(1) Command standards for explained (salvage) losses should not exceed 20 percent of inventory value and unexplained losses from annual physical inventories should not exceed 10 percent of inventory value.

(2) Causative research will be performed on all lines showing losses in excess of 10 percent of the line's total dollar inventory. If appropriate, a financial liability investigation of loss will be initiated and an investigation conducted if there are significant losses (of total or individual items) that warrant further investigation.

d. The LCO will report inventory results through the LMC to evaluate the effectiveness of the linen services. Results will then be reported to the Director, MTF for appropriate action.

e. Increases and/or decreases of linen inventory will be entered into linen inventory records.

f. The entry in DHA Form 140 will be closed and filed in the supporting voucher file.

g. Inventory records will be destroyed 3 years after the last posting date.

4. STOCKAGE

a. Par Level Management

(1) The LCO will establish a par level for each item of linen stocked. A par level is the quantity of each linen item needed in circulation for a 24-hour period. One par level (24-hour supply) is the cumulative quantity of each item of linen found in the following stages of the linen service cycle:

(a) In use

(b) Soiled linen bag

(c) Transport to the laundry

(d) Laundry processing

(e) Transport to the MTF

(f) Clean linen storage area

(g) Cart or customer storage unit

(h) Safety level (Inventory replacement for torn, stained, or lost linen)

(2) Circulating inventory par levels are recorded in pencil on DHA Form 125. The LCO will conduct a review of the circulating inventory par levels semi-annually and perform a linen usage study prior to the review. The usage study consists of collecting piece counts of linen issued to using activities over at least 30 days.

(3) The following formula is used to determine the circulating inventory par level:

Circulating Inventory Par Level

$$= (\text{Average Daily Use}) \times (\text{Par Level Days}) \times (\text{Safety Stock}) \\ \times (\text{Safety Stock Factor} - 1.25)$$

(4) The number of par level days circulating in the inventory are calculated as follows:

$$\text{Par Level Days} = \frac{\text{Inventory Record Balance}}{\text{Average Daily Usage}}$$

(5) At a minimum, an 8-day par level is recommended. Par levels vary and must be adjusted regularly in order to remain an effective tool in the overall Linen Services program.

b. Using Activity Stockage Levels

(1) Economic stockage levels are established for each using activity's location based on type of activity, nature of patients, linen service delivery schedules, safety levels, and beds occupied.

(2) Each using activity will coordinate established levels with the LCO for approval. These levels will constitute the maximum quantities stocked and jointly adjusted quarterly based on demand requirements.

c. Non-reusable Linen. Use of non-reusable linen will be supported by a cost analysis and approved by the LMC. The cost analysis must be updated and approved on an annual basis. A copy of the approved cost analysis will be maintained by the LCO.

5. WEIGHT MANAGEMENT SYSTEM. The LCO will establish procedures to weigh and record soiled linen sent to the laundry and clean linen returned from the laundry. These procedures will provide a continuing audit of receipts and turn-ins to the laundry by comparing the weight of soiled linen turned-in to the weight of linen received from the laundry.

a. The incoming and outgoing weights of linen sent to the laundry must be documented for each pick-up and delivery. Linen exchanged from using activities may be estimated. DHA Form 142, Daily Weights can be used for documenting weights and losses.

b. Soiled linen weighs approximately 10 percent more than the same linen cleaned. This clean to soiled ratio is not a universal standard, but a guideline for the LCO. The clean to soiled ratio variance is computed as follows:

$$\text{Clean to Soiled Ratio Variance} = \frac{(\text{Soiled Pounds}) - (\text{Clean Pounds})}{\text{Clean Pounds}} \times 100$$

c. If the soiled linen to clean linen weight differs by more than 10 percent, causative research will be performed to investigate the ratio variance. Results of the causative research are to be

documented on a Memorandum for Record. Claims for linen known to have been lost, damaged or destroyed while in the possession of the laundry will be directed to the TO/COR for appropriate action. A copy of the Memorandum for Record, DHA Form 125, delivery and pickup tickets, and Contract Deficiency Report will be filed with the laundry contract files maintained by the TO/COR.

6. MARKING. Government-owned linen will be distinctly marked with the name of the MTF. Contractor-owned and provided linen will be marked as prescribed in contracts.

7. DISPOSAL

a. Government-owned linen that cannot be repaired or reconditioned economically will be classified as salvage. The LCO will provide standards for linen inspection and classification.

(1) Items designated for salvage may be disposed of as follows:

(a) Turned-in to the supporting Defense Logistics Agency Disposition Services location using DD Form 1348-1A, Issue Release/Receipt Document. Soiled items will be laundered prior to turn in.

(b) Converted to rags. Salvaged linen will be dyed or marked so it can be distinguished from serviceable linen. Each item converted to rags will be listed by stock number, nomenclature, and quantity on a DD Form 1150, Request for Issue/Transfer/Turn-In. This form will be marked to show that the items were converted to rags and will be certified by a disinterested officer appointed on orders by the MTF Director. The disinterested officer will make the following certification on the form: "I certify that all items listed herein were determined to be uneconomically repairable, and are to be converted to rags. Adjustments to the accounting records and termination of accountability for items/quantities listed are authorized." The disinterested officer and LCO will sign the DD Form 1150, which will be used to adjust the accounting records.

(2) Accounting records will be adjusted to record the disposition of all linen.

(3) The entry in DHA Form 125 will be closed and filed in the supporting voucher files.

b. Unserviceable rented linen will be returned to the vendors for replacement or credit as prescribed in the contracts.

8. SECURITY. An effective security program will reduce linen losses and become the most important tool for lowering cost and improving linen service.

a. All clean linen storage areas and soiled linen collection areas should be locked.

b. Clean linen service carts on the patient floors should be located where they can be observed at all times, have covers, be stocked at a minimum par level, and be removed from the hallway during visiting hours.

c. It should be verified that all linen is visibly marked with the MTF's logo. This acts as a deterrent and gives the MTF a way of identifying its linen from other activities.

d. Clean linen rooms on nursing floors should not be marked with signs that identify them. Someone should be designated to be responsible for the key and access to the room. This person should be present when linen is removed during non-service hours.

e. Established par levels for the clean linen supply room(s) should be maintained. If linen levels are allowed to build up because of reduced census, it communicates a low value attitude that encourages waste and results in theft and abuse. Excess linen should be returned to central storage.

f. Written policy should limit who has permission to wear surgical scrubs and where they can be worn.

g. An education program should be set up to create a sense of pride and willingness to reduce losses and safeguard property. Linen security should be structured with the MTF's operation in mind.

9. SERVICEABILITY STANDARDS

a. Serviceability of a linen product in a healthcare environment depends on meeting the following major factors or requirements:

(1) Aesthetic Appeal: The degree of pleasantness to the sensory mechanisms of the user, which includes the state of cleanliness, retention of the original color, and physical integrity of the product.

(2) Comfort: The ability to provide the user with freedom from pain and/or discomfort.

(3) Durability: The ability to retain its physical integrity, that is, resistance to mechanical deterioration and flaws such as tears, holes, abraded areas, and open seams.

(4) Performance: The manner in which, or the efficiency with which, the product reacts or fulfills its intended purpose.

(5) Health, Safety, and Protection: The characteristics of linen that make it potentially hazardous to humans and/or the environment.

b. Serviceability also implies fitness for purpose. To apply the fitness-for-use concept to linen products, they must be free from stains, material defects (holes, rips, or tears), open seams, and loose or hanging threads.

10. PERFORMANCE REPORTING. The LCO must report the following key performance data to the Chief, DHA RMW and Linen Services monthly.

- a. Monthly invoiced cost, pounds cleaned.
- b. Quality assurance inspections programmed (based on normal sampling levels).
- c. Quality assurance inspections actually performed.

(insert Date and Time)

MEMORANDUM FOR All Linen Customers

SUBJECT: Linen Inventory

On **(insert DATE and TIME)** we will conduct a complete linen inventory. This linen inventory is a vital step in our program to improve the laundry/linen system. The purpose of this memorandum is to outline the steps necessary to manage an effective and efficient inventory.

During morning report on **(insert DATE approximately 1 week prior to inventory)** the staff will be advised that a linen inventory is to be conducted as noted above. At that time, at least one (1) representative should be designated from each nursing unit and clinical area. These individuals will actually conduct the inventory and will be fully orientated to their duties and responsibilities during an inventory in-service **(insert DATE, TIME, and LOCATION)**.

Please ask your staff to place all soiled linen in the soiled linen areas by **(insert TIME)**. Linen personnel will remove it shortly thereafter.

All linen in patient rooms that is not being utilized should be sent with the dirty linen to reduce the amount of linen that needs to be counted.

The designated representatives must attend the inventory in-service. This in-service should take approximately 15 minutes. When they return from the in-service, they will be fully prepared to conduct the inventory.

Thank you for your cooperation.

Figure: Sample Inventory Memorandum

GLOSSARY

PART I. ABBREVIATIONS AND ACRONYMS

DAD	Deputy Assistant Director
DD	Department of Defense
DHA	Defense Health Agency
DHA-PM	Defense Health Agency-Procedures Manual
LCO	Linen Control Officer
LMC	Linen Management Committee
LMF	Linen Management Function
MEDLOG	Medical Logistics
MTF	Military Medical Treatment Facility
RMW	Regulated Medical Waste
TO/COR	Task Order Contracting Officer's Representative

PART II. DEFINITIONS

Linen services management. The inventory management, handling, transportation, laundering, infection control, and occupational safety considerations applicable to the management of Linen Services in MTFs.

MTF linen. Linen used in direct patient care or in support of direct patient care. It normally includes selected hospital and surgical clothing and hospital bedding and linen items in the Federal Supply Catalog (Department of Defense Section, Medical Materiel (Federal Supply Catalog 6530, 6532, and 7210)) and similar nonstandard items.

Soiled linen. Consists of laundry that is considered contaminated and has been soiled with blood or other potentially infectious materials or contains sharps. Soiled linen is handled in accordance with Reference (g).