

Carroll Hospital Center Reduces Scrub Costs by 25 Percent with Cintas Scrub Rental Program

“With the Cintas program, there is never a shortage of scrubs,” said John Duke, Director of Spend Management, Carroll Hospital Center. “They are where they need to be, when they need to be and who they need to be there for – always!”



Located in the northwest suburbs of Baltimore, Carroll Hospital Center strives to be the best place to work, practice medicine and receive care. To do so, it is important that Carroll Hospital Center projects a good image to the community, and that staff feel comfortable and confident every day. Therefore, the appearance and comfort of hospital staff is very important. With 400 physicians and 1,975 employees, ensuring that everyone has clean, well-fitting and high-quality scrubs is critical. However, doing so was often easier said than done.

In the past, Carroll Hospital Center struggled to ensure the availability of scrubs for its employees. The scrubs were stored in a locker room on open shelves, and employees were supposed to take garments only as needed. Since there was no real control over the scrubs, employees would frequently find that their sizes would not be available, which resulted in an immediate request to the scrub provider to expedite a delivery. Additionally, the scrub provider had no insight into inventory levels throughout the week. They were supposed to drop off a specific amount of scrubs based on employee count, but never monitored inventory levels on a regular basis.

“There was very little oversight of the scrubs; it was a free-for-all,” Duke said. “This resulted in frequent shortages and increased costs.”

To overcome these issues, Carroll Hospital Center turned to Cintas for its Scrub Rental Program. As part of the program, Cintas provided Carroll Hospital Center with a

scrub dispensing machine and multiple return units. The dispenser is stocked with freshly laundered, polywrapped scrubs in the appropriate sizes. Unlike traditional programs with limited tracking capabilities, the Cintas system requires employees to use their hospital I.D. cards to retrieve scrubs. Each user can only check out a certain amount of scrubs at a time, ensuring scrubs are always available.

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Missing Scrubs a Thing of the Past

Scrub availability has improved because Cintas has oversight of its machines to ensure they are properly stocked. Cintas checks its machines daily to eliminate any out-of-stock situations.

“With the previous system, I would receive a call from a staff member frequently asking for scrubs to be delivered to a particular area of the hospital,” Duke said. “I no longer have to worry about if the scrubs are there. Cintas looks

Scrub Rental Program from Cintas

at it every morning for me and takes care of it. There is no hospital staff interaction; it is a true vendor-managed program." Duke estimates that the system has saved him at least 10 labor hours per week.

"I no longer get the 5 a.m. email letting me know we are out of scrubs," Duke added. "I can't say enough about how great this program is."

In addition to making Duke's life easier, the system has also reduced scrub program costs. Since the scrub tracking system is much more robust with the Cintas program, Carroll Hospital Center no longer pays for missing scrubs on a monthly basis. Duke anticipates the Cintas Scrub Rental Program will result in 25% savings, conservatively.

"With the Cintas program, there are no longer any usage abuses," Duke said. "The control we now have over the scrubs allows us to realize huge savings, which is a big reason we chose Cintas. Plus, the information provided for rightsizing the program was spot-on; there have been no surprises along the way."

To make program oversight easy, Duke uses the Cintas software which allows him to analyze available inventory and return levels. He likes that the data can be downloaded into Excel making it easy to sort and filter information.

Improved Look and Feel

In addition to streamlining the hospital's scrub program and reducing costs, Duke also feels the Cintas scrubs are higher quality.

"The quality of the scrubs is far superior," Duke said. "We used to get complaints about the detergent used on

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the old scrubs and that they often didn't fit quite right. However with Cintas, the scrubs are treated as garments, not linen! We have only received positive comments about the Cintas scrubs."



Also, since the scrubs are dispensed individually, employees can mix and match sizes for the optimal fit. For example, if a nurse wears a medium shirt and small pants, he/she can easily get what they need. With the previous vendor, he/she could only check out sets in the same size, creating dissatisfaction and excess laundry costs.

Enhanced Infection Prevention

With the previous system, the scrubs were stored on shelves in the hospital locker room, generally one of the most bacteria-laden parts of the hospital. The return bin was also kept near the clean scrubs. With the Cintas program, the machine resides in a dedicated scrub room. Each garment is also polywrapped to limit the garment's exposure to bacteria.

"The polywrap is a major benefit from an infection prevention standpoint," Duke said. "The Cintas scrub program allows us to improve upon our hospital's infection prevention practices."

From improved scrub availability, to reduced costs, to enhanced infection prevention, Carroll Hospital Center has experienced tremendous positive results since deploying the Cintas Scrub Rental Program.

"We could not ask for a better program," Duke concluded. "The support and collaboration of the entire Cintas team, both pre and post implementation, has been fantastic. They are truly a customer service oriented company; everyone is playing a part to make this program a success. If somebody doesn't consider this program they are missing the boat."

