



# A Case Study of Textile Care Services', a member of Healthcare Linen Services Group, Linen Management Services Solutions



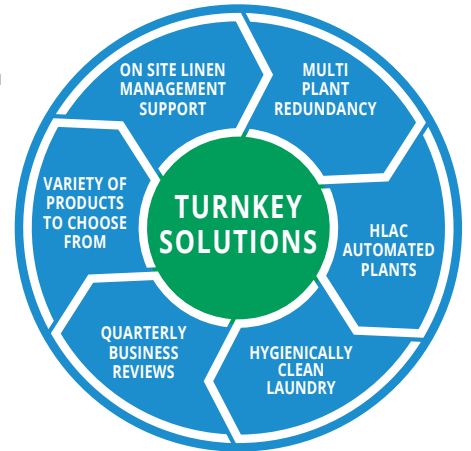
**Textile Care Services**, a regional provider of total linen management solutions, partners with many top-tier hospital systems in their region. TCS's operational expertise allows healthcare professionals the freedom to focus on patient care and a pleasant overall patient experience.

**CHALLENGE:** In an effort to consolidate multiple linen suppliers, a major healthcare system in the Greater Minneapolis – Saint Paul region was looking for a one-stop-shop linen company to provide linen services and surgical gown rentals while decreasing the number of daily deliveries from 3 to 1.

**APPROACH:** In 2008, TCS was awarded the contract and began implementing linen closet design throughout the hospital and established proper communication channels in addition to TCS's turnkey solutions.

### Turnkey Solutions include:

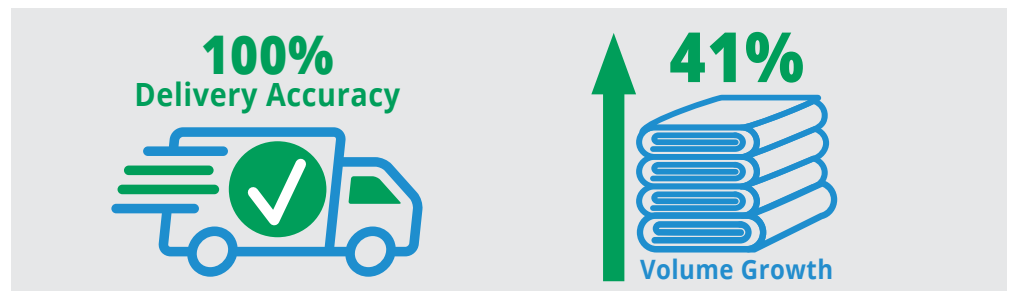
- Unit-level awareness and education
- Metrics reporting
- Dedicated service representatives
- Inventory management
- Linen room process design
- Distribution management
- Quarterly business reviews
- Ideal product offering
- Utilization techniques
- HLAC and TRSA compliant
- Linen management software



"TCS has delivered on all promises keeping up with the hospital's linen demand with 100% delivery accuracy and supported us through the expansion into other facilities. Because TCS is a valuable partner, we awarded them with the 2019 Vendor of the Year award."

- Supply Chain Management

**RESULTS FROM 2008-2019:** TCS delivered exceptional service with 100% delivery accuracy and supported the client's expansion into other facilities resulting in 41% volume growth.



## ABOUT US

Healthcare Linen Services Group (HLSG), is a leading provider of linen management services to the healthcare and hospitality industries. Four premier regional brands, Logan's Linens (Shelbyville, KY), Logan's Uniform Rental (Shelbyville, KY), Superior Health Linens (Cudahy, WI), and Textile Care Services (Rochester, MN) were brought together through the guidance and ownership of Thompson Street Capital Partners (TSCP), St Louis, MO.

HLSG currently operates nine state-of-the-art laundry processing facilities in four states delivering over 150 million pounds of assorted quality linens into both the healthcare and hospitality markets.

As an outsourced provider, we partner with healthcare administrators, clinicians and staff to deliver a wide variety of comfortable, bacteria free linens to thousands of hospitals, physician offices, surgery centers, and nursing homes.

HLSG is a member of the Textile Rental Services Association (TRSA) and has earned accreditations from the Healthcare Laundry Accreditation Council (HLAC) which exceed healthcare laundry processing standards set by OSHA, JCAHO and other federal agencies.

