

Columbus Regional Medical Center Deploys New Microfiber Technology to Enhance Cost Control and Improve Cleanliness

"After experiencing a series of quality and inventory control issues with our current mop program, switching to Cintas' new microfiber technology has improved not only the cleanliness of our hospital, but the satisfaction of our staff."

— JACOB MONDRAGON, ENVIRONMENTAL SERVICES DIRECTOR
AT COLUMBUS REGIONAL MEDICAL CENTER



Located in western Georgia on the Alabama state line, Columbus Regional Medical Center (CRMC) is an acute-care medical facility that offers comprehensive medical services, including emergency, radiology, rehabilitation and respiratory care. With a mission to promote the health and healing of its patients, CRMC continually looks for new and innovative ways to improve its environment of care.

With approximately 70 team members, Jacob Mondragon, Environmental Services Director at CRMC, frequently experienced issues with the hospital's cotton mop program. Due to shortages from the contracted laundry, staff frequently found themselves without enough mops to clean rooms. When mops were available, they were heavy to use, frequently resulting in back problems or other repetitive motion injuries. EVS staff members hauled heavy buckets between patient rooms, replacing mops every three rooms. "The entire mopping program created headaches for everyone—from the frontline EVS workers to purchasing and accounting," said Mondragon. "We regularly purchased additional mops to compensate for shortages but continued to come up short on supply. To ensure they had product available, staff hoarded mops so we never really had a true count of the total number of mops in our program. Morale suffered and we knew there had to be a better way."

Exploring New Technology

When Mondragon was introduced to Cintas' new microfiber mop program, he immediately recognized its potential. Using proprietary RFID technology, Cintas manages the entire microfiber program, providing accurate counts of all incoming and outgoing microfiber mops, so inventory levels can be continually monitored.

During weekly drop-offs, a Cintas service sales representative delivers microfiber, providing a count of the microfiber brought into the facility along with the microfiber inventory already on the shelves in storage areas. Dirty microfiber mops to be laundered are placed in totes and counted so

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the hospital always knows how many microfiber mops are being removed from the facility. Cintas then launders the mops according to Center for Disease Control Guidelines, ensuring any bacteria are killed during the process while also maintaining the integrity of the microfiber fabric.

World-Class Cleaning Performance



“Our Cintas representatives handle all of the microfiber program management and make it extremely simple for us,” said Mondragon. “They are also a lot friendlier than a lot of other vendors. From shaking hands and giving high fives to staff members, they help maintain morale throughout the department.”

In addition to the system’s enhanced tracking capabilities, the microfiber mops are also lighter weight—a fraction of the weight of the cotton microfiber mops. Employees simply replace mop heads after cleaning every room, reducing opportunities for cross contamination. With the previous system, employees changed water an average of 96 times a day when cleaning patient rooms. This frequency has been reduced to 14 times with the Cintas system.

“When rolling out the program, Cintas educated EVS staff members on how microfiber works. This helped them realize they no longer needed to aggressively scrub the floors because the microfiber does the work for them.” said Mondragon. “The Cintas trainers were extremely thorough and did a great job helping staff understand that this new program was intended to make their jobs easier.”

A Better Program with Reduced Costs

The updated microfiber program not only enhances infection prevention efforts, it has delivered several unexpected benefits such as improved employee morale, reduced worker injuries and enhanced cost control.

Additional benefits of the program include:

- Product loss reduced to less than 1%
- A total of 13,928 saved labor hours from productivity gains
- Improved employee morale
- Enhanced cleanliness levels
- A reduction in soft costs such as chemical, water and sewage use

“As an Environmental Services Director, I am always concerned about cost control,” said Mondragon. “With Cintas’ microfiber program, not only do we always know our cost, we know that we are using a superior product that provides world-class cleaning performance.”

