



## Implementing a Fully Managed, Automated Scrub Dispensing Program

Mary Immaculate Hospital Cuts Scrub Costs 37% and Virtually Eliminates Missing Scrubs with Advantus & Cintas

This 123 bed hospital turned to Advantus' partnership with Cintas for a fully managed, automated scrub program — and saw cost savings, improved compliance and happier clinicians.

### Executive Summary

Like many hospitals, Bon Secours Mary Immaculate Hospital struggled to keep clean scrubs available for clinicians. A wire rack distribution system run by an in house linen provider resulted in hoarding, mismatched scrub quality, unpredictable availability and a laundry bill riddled with hidden fees.

The hospital partnered with Advantus and Cintas to implement a fully managed, automated scrub dispensing program. Within a year the program delivered major financial and operational benefits, freeing staff to focus on patient care and improving infection control compliance.

	Before	After
<b>Scrub availability</b>	<ul style="list-style-type: none"> <li>• Unpredictable</li> <li>• Hoarding common</li> </ul>	<ul style="list-style-type: none"> <li>• Guaranteed</li> <li>• Automated</li> <li>• Tracked in real time</li> </ul>
<b>Laundry costs</b>	<ul style="list-style-type: none"> <li>• High</li> <li>• Variable</li> <li>• Hidden fees</li> </ul>	<ul style="list-style-type: none"> <li>• 37% reduction</li> <li>• Predictable fee</li> </ul>
<b>Missing scrubs</b>	<ul style="list-style-type: none"> <li>• Frequent</li> <li>• Costly</li> </ul>	<ul style="list-style-type: none"> <li>• 99% eliminated</li> </ul>
<b>Staff satisfaction</b>	<ul style="list-style-type: none"> <li>• Low</li> <li>• Complaints common</li> </ul>	<ul style="list-style-type: none"> <li>• High</li> <li>• OR efficiency improved</li> </ul>

### About Bon Secours Mary Immaculate Hospital

Bon Secours Mary Immaculate Hospital in Newport News, Virginia is a 123 bed acute care facility known for its award-winning orthopedic care, maternity services with a Level III NICU, comprehensive bariatric and pelvic floor programs, and excellence in stroke, gastrointestinal, and pulmonary care.

### Challenges and Objectives

Prior to partnering with Advantus and Cintas, Mary Immaculate managed surgical scrubs through a bulk linen service. Clean scrubs sat on a wire rack and were restocked manually twice a day. This model created several friction points:

- Unpredictable availability:** Staff often found empty racks at the start of early morning procedures. Clinicians hoarded scrubs in lockers or took them home to ensure they had a set, shrinking the available inventory and exacerbating shortages. As inventory visibility eroded, the hospital was forced to purchase additional scrubs to meet demand.
- Inconsistent quality:** New scrubs would appear in the stack alongside worn or torn garments. Staff naturally selected the better scrubs and hoarded them, leaving others to wear poor quality attire in the OR. This undermined the hospital's professional image.

3. **Hidden financial costs:** Traditional linen processors charged fees every time a scrub was washed, weighed dirty scrubs and applied per pound charges, and added a soil variance factor that assumed scrubs were as saturated as towels or bedding. Because scrub losses are higher than for most other linen items, hospitals were billed full replacement costs for missing garments.
4. **Operational burden:** Stocking scrubs twice a day diverted environmental services (EVS) staff from more critical tasks. When restocking was delayed, physicians and nurses lost precious time looking for scrubs before cases could begin, threatening on time starts and first case efficiency.

With hidden costs mounting and clinicians dissatisfied, hospital leadership sought a solution that would guarantee scrub availability, improve infection control compliance and reduce overall spend. The objective was to implement an accountable, data driven program that would work not just at Mary Immaculate Hospital, but could scale across Bon Secours Mercy Health's network of hospitals long-term.

## Choosing the Cintas Program

Advantus worked with Mary Immaculate to assess the problem and identify Cintas' automated scrub dispensing program as the right solution. Unlike traditional linen rental, Cintas owns the scrubs, manages all pickup, laundering and replacement, and charges a predictable program fee.

- **Tech enabled accountability:** Staff members scan their ID badge to retrieve scrubs at automated dispensing machines according to their number of credits. Real time inventory software ensures the dispensers are stocked with the right sizes for everyone using the system.
- **Predictable pricing:** With no replacement charge, hospitals know exactly how much their scrub program costs.
- **Retail-grade scrubs (Landau):** Cintas supplies retail quality Landau scrubs in consistent colors, prepackaged for hygiene.
- **Scalability across multi-hospital systems:** A simple implementation process facilitates a smooth transition over a couple of weeks that is repeatable across multiple locations.

## Results

Cintas team conducted thorough departmental walkthroughs to coordinate delivery and setup. During implementation, they provided strong on-site staffing support — especially during the first week — to ensure staff were comfortable using the system.

One year after launching the scrub dispensing program, Mary Immaculate Hospital saw dramatic improvements in cost, compliance and clinician satisfaction:

- **37% reduction in scrub related laundry costs:** Replacing the manual stocking process with an automated dispensing program reduced waste and eliminated double billing. By eliminating double charges and soil variance fees, the hospital cut laundry costs more than a third. The predictable program fee allowed leadership to budget accurately and avoid unexpected spikes.
- **99% reduction in missing or unreturned scrubs:** Cintas closed-loop management of the program virtually eliminated scrub losses, erasing the replacement charges typically built into rental contracts. The hospital no longer paid for lost scrubs and gained visibility into usage patterns.
- **Elimination of hidden charges:** Unlike uniform rental programs where hospitals pay replacement cost for every lost scrub, the Cintas program charges a flat fee that includes laundering, maintenance and replacement, with no soil variance or per pound surcharges.
- **Improved compliance and safety:** Contaminated scrubs are collected on site and laundered according to professional guidelines. Clinicians no longer take scrubs home, reducing the risk of cross contamination and aligning with infection control standards.

“The Cintas dashboard provides clear usage tracking by staff and provider. It allows leadership to verify dispenser and return activity when staff report credit or access issues.”

— Mary Immaculate OR Manager, Claire Beazlie



- **Happier clinicians and better OR efficiency:** Clinicians always had access to high quality scrubs, reducing delays and frustration. Once staff trusted the system, scrub complaints disappeared. Ready access to clean scrubs reduced delays before cases and improved first case on time starts. Physicians and OR directors became champions of the program, sending enthusiastic emails about the change. Environmental services staff previously tasked with stocking racks were redeployed to other duties.
- **Scalable success across the health system:** Inspired by Mary Immaculate's results, six hospitals across Bon Secours Mercy Health quickly adopted the program, and 13 more are slated to implement it, with projected savings of \$1.1 million annually across the system. The solution is easily replicated because the process remains consistent at each site.

## Future Plans

Bon Secours Mercy Health continues to expand the Advantus/Cintas program across additional hospitals and surgical centers. As new sites come online, the team is refining placement of scrub dispensers and customizing credit limits based on clinician schedules.

Leadership is also evaluating the program's vendor scrub capability, which allows third party vendors to obtain scrubs from the same machines and be billed accordingly—a "license to play" that helps recoup program costs. Beyond scrubs, Advantus is exploring other opportunities to leverage Cintas' expertise in uniform and specialty linen management to reduce waste and improve quality across the health system.

## Implement Your Scrub Program

**Ready to stop worrying about scrub availability, hidden laundry fees and infection control compliance?** Advantus partners with health systems to assess current processes, quantify hidden costs and implement a fully managed scrub dispensing program through our strategic alliance with Cintas. Contact us today to schedule a no obligation assessment and discover how you can reduce costs, improve clinician satisfaction and elevate patient safety.

**For more information, scan the QR code or visit [advantushp.com/contact](https://advantushp.com/contact).**

