

# Tork improves cleaning efficiency while reducing waste for Wynn Hospital

Healthcare organizations today face numerous challenges, including staffing shortages in both clinical and non-clinical roles and increased hygiene expectations from patients and providers. When Wynn Hospital opened its doors in October 2023 – following the merger of two hospital campuses into one – its housekeeping and environmental services teams knew this was an opportunity to both drive major efficiencies for staff and create an optimal and modern experience for the hospital’s first patients and visitors. A new facility offered the chance to standardize a variety of cleaning products, optimize hygiene processes, and minimize cleaning time and waste.

“It is time consuming for a housekeeper to have to stock multiple products, especially when they are all different. We were looking to **improve efficiency and reduce waste** by standardizing our dispensers, and Tork played a crucial role in helping us make this transition. From choosing the best dispensers for us to installing them, it’s been a great collaboration.”

**Anthony Dougher**  
Director of Housekeeping, Wynn Hospital

## Implementing a standardized suite of hygiene products

In any hospital, having a hand hygiene program in place to reduce the spread of healthcare-associated infections is key. At Wynn Hospital, implementing Tork dispensers and paper products has helped create a high rate of compliance, which keeps patients, staff and their loved ones safe. Hand hygiene dispensers have a significant impact on compliance rates, and the key to success is making sure they are correctly placed. In fact, studies show that optimizing dispenser placement can increase usage by more than 50%. These certified easy-to-use Tork dispensers mean hospital employees and visitors can quickly access the hygiene products they need throughout the facility, while cleaning staff can improve efficiency and save time with effortless cleaning and intuitive refilling.

- **Standardization across the facility:** Using Tork dispensers uniformly ensures that staff always know what to expect, simplifying compliance with hand hygiene practices at every dispenser station.
- **The importance of paper towels:** In hand hygiene programs, paper towels are a critical component in maintaining hygiene standards in hospitals and minimizing contamination. Traditional jet air dryers are not as conducive to a sanitary environment, as they have been proven to spread 10x more bacteria compared to paper towels.



### Wynn Hospital fast facts:

- Based in Utica, New York
- **703,000-square-foot facility** and part of the Mohawk Valley Health System
- **1,750 total Tork dispensers** in place, and averages **123 cases of towels** and **96 cases of coreless toilet paper** per month
- **373 hospital beds**, each with two towel dispensers and one toilet paper dispenser
- **100 bathrooms** with **50 towel dispensers** around sinks in treatment and surgical areas

### Tork dispensers installed at Wynn Hospital:



Tork Matic® Hand Towel Roll Dispenser



Tork Xpress® Mini Multifold Hand Towel Dispenser



Tork OptiServe® Coreless Toilet Paper Dispenser



Tork Xpress® Countertop Multifold Hand Towel Dispenser



### Letter from Anthony Dougher

Director of Housekeeping, Wynn Hospital to Tork:

"I want to take this opportunity to thank you and your team for the fantastic work you did on our dispenser installation. I appreciate you taking the time to listen to our needs and help us figure out the dispensers that would work best in our new Wynn Hospital.

I also want to thank the installation team who worked tirelessly to install all the paper product dispensers throughout the hospital. The team was professional, proficient, detail-oriented and far exceeded our expectations.

The quality and appearance of the Tork dispensers fit in with our hospital impeccably. The entire process from inception, through procurement, shipment and completion was seamless.

Thank you again for all the work you put in to make this installation a success!"

"If the dispenser doesn't work or frequently runs out of product, it doesn't allow for proper compliance," said Anthony Dougher, Director of Housekeeping, at Wynn Hospital. "The Tork products are always available, the dispensers do not jam, and they are easy and efficient to use. Tork ensured we had the tools and supplies necessary to run a successful hand hygiene program."

## Choosing cleaning solutions to address custom needs and reduce waste

Hospitals are no strangers to sterile environments but keeping these critical areas truly clean and free of contaminants can be challenging. When Wynn Hospital was setting up its pharmacy "clean room", they knew they needed to think creatively about hygiene.

"It was clear that installing the dispensers used in other parts of the hospital would not work in this particular setting, as dust collection needed to be reduced as much as possible," said Alan Reimer, Tork Account Manager, Healthcare. "We worked with Wynn Hospital to offer various dispenser options and installation techniques, and we ultimately implemented a custom solution that met this area's unique sanitization requirements."

Another benefit of the partnership with Tork has been the improvement of Wynn Hospital's sustainability efforts. Tork OptiServe Coreless Toilet Paper Dispenser is a key product that was implemented throughout the facility. Its coreless solution means cleaning staff are sending less cardboard waste to the landfill without the middle roll and are able to fit more products within the dispenser. Tork OptiServe also supports businesses' sustainability efforts by reducing packaging waste by 89%. Furthermore, 90% of Tork packaging is made from renewable resources such as paper and cardboard, highlighting a holistic commitment to the life cycle of its products and supporting the hospital's sustainability initiatives.

The Tork Xpress Multifold Hand Towels and Tork Matic Hand Towel Roll Dispenser are also central to Wynn Hospital's efforts to enhance sustainability and save cleaning staff's time. Tork Xpress Compressed Multifold Hand Towels maximize efficiency and space by serving more guests before requiring a refill. Thanks to its highly compressed bundles, it accommodates 68% more towels per pallet, significantly reducing CO2 emissions associated with transportation. Meanwhile, the Tork Matic Hand Towel Roll Dispenser delivers easy maintenance to help busy washrooms function efficiently and reduces consumption with one-at-a-time towel dispensing.

## Making the best long-term decisions with a trusted partner

In an industry with such high stakes for patients and staff as healthcare, it's critical to choose the right professional hygiene partner so the hospital's cleaning protocol enables a safe, sanitary environment every day, for everyone who enters its doors.

As the new hospital got up and running and came to establish its standard operating procedure throughout the partnership with Tork, the facility's priorities shifted as well. When asked to deliver more cost-effective solutions, Tork was easily able to transition Wynn Hospital to a less expensive roll towel with Intuition® sensor dispensers. As Wynn Hospital's needs grew and changed, Tork was able to be flexible in finding a high-quality solution to deliver the desired cost-savings.

"Tork went above and beyond in a limited timeframe, partnering with our Hill & Markes associates, with an extremely important (and large) customer to successfully win this opportunity. From the start, they were fantastic in their communication with Hill & Markes and the end customer," said Steve Russo, Area Sales Manager, West, Hill & Markes (Tork distributor partner). "The Tork Team left no stone unturned and were thorough in everything done – both internally and externally. Everyone is extremely happy with the outcome – we couldn't have made it work without their partnership!"

Tork played a key role in working with Wynn Hospital to align strategic hygiene decisions with the organization's overall staffing, patient care and business goals, so they could think ahead years, not days, to create solutions with lasting impact. The partnership between Tork and Wynn Hospital is an example of how standardizing high-quality hygiene products and customizing solutions to meet unique needs can enhance operational efficiency, improve cleanliness and workplace safety, and ultimately, better the overall health of patients and hospital staff.

"If you're a healthcare facility manager aiming to streamline your cleaning practices, save your staff's time and reduce product waste, it's critical to take a step back to evaluate ways to improve operational efficiency, and determine whether you have the right hygiene partner to help you meet your organization's goals," said Alan Reimer, Tork Account Manager, Healthcare.