

RECOVER CASE STUDY: Middlesex Hospital Middletown, CT

How often do today's hospitals look at reducing costs? How often do purchasing and materials teams seek solutions that add value beyond bottom line cost?

Steven McDowell, Purchasing Manager at Middlesex Hospital in Middletown Connecticut affirms it's a continuous process.

"Hospitals and healthcare today are under major financial constraints and are facing more and more reduced reimbursements, therefore requiring us to constantly look for opportunities or areas where we can contain costs, reduce costs and save money. Any place where we can utilize a refurbished process or replacement upholstery process like Wieland where we can maintain the quality as well as our image, then it's a constant plus for the hospital," said McDowell.

In the last year, McDowell has completed two replacement upholstery projects in waiting areas that were originally installed in 1993. Both areas needed a facelift and the timing was conducive for the facility to revitalize these portions of the hospital in alignment with the interior master plan. And aside from normal fabric wear, the furniture was still in excellent condition.

"Conditionally the furniture was still in great shape. It just needed an upholstery update to match current standards within our interior master plan. Because of the quality of Wieland and the type of product that it is, for us, it made much more sense to recover what we already had," said McDowell.

Why?

"When you can reupholster something and it looks like new, it's a "no brainer" as opposed to purchasing new. If I spend "x" amount of dollars to replace upholstery on Wieland products, saving at least 50% vs. buying new Wieland, I'm still way ahead with product quality even if I purchase an inferior and lower cost competitive equivalent." McDowell said.

"It's simply a superior product that performs well under a lot of usage. More than that, it's something that when it does get worn, which all furniture does, we're able to save significant dollars by replacement upholstery and refurbishment," McDowell said.

As with other hospitals that've experienced Wieland renewability, McDowell's team takes this feature under serious consideration when evaluating furniture purchases.

"Wieland renewability weighs pretty heavy as we assess other products. The Wieland name is an excellent one for quality and the renewability is an added plus. In those areas we know will experience high traffic on an ongoing basis, such as lobby or patient areas, our preference is Wieland," said McDowell.

Middlesex Hospital is a not-for-profit patient focused health network that has served the needs and priorities of the communities in Greater Middlesex County for over 100 years.