

Metro Helps Mark New Beginning For Bronson Methodist Hospital

Two years ago, **Bronson Methodist Hospital in Kalamazoo, MI**, embarked on \$181 million campus redevelopment project. They were building a brand new, state of the art hospital. Part of the plan was to find a versatile cart which they would be able to use in different departments throughout the facility. The intent for standardizing, with a cart that can be used for different applications, was to make everyday tasks quicker and easier for everyone. Laurie Dionise, Sales Territory Manager for InterMetro, had worked with the hospital over the years, typically with wire shelving storage solutions, so she was still in contact with the hospital when she learned of the need for new carts. She immediately saw potential for a great future between Metro and the hospital with the Starsys™ line of carts.



Dionise worked with Bob Milham, Senior Buyer, Purchasing, and Jan Tucker in the ER, meeting with them several times. She brought in a Starsys cart and a MetroFlex™ cart for Tucker to try. “She saw the Starsys cart and said, ‘It’s exactly what we want.’ She made the decision for everybody else – all the floors,” said Dionise. Tucker liked the size of the cart, the way it rolled and its ability to do the job. She kept the Starsys cart for a couple of months before making her final decision; this allowed her to try out different drawer configurations.

According to Milham, many areas in the old hospital stored supplies in built-in cabinets. There were only a few units that actually used carts, and those carts were rather ancient. “Because we were not installing built-in cabinets in the new hospital, we knew that we needed to upgrade those carts. We wanted to use carts that would slide underneath counters,” said Milham. The idea was that the supply carts could be used in the ER and each of the Critical Care areas. These carts would have the ability to have different drawer sizes, configurations, be mobile, lockable, and have a top that could be used as well.



Although Dionise said that the selling was basically done when Jan Tucker looked at the cart, there is always the competition to take into consideration. “In the purchasing department we typically don’t want to look at just a single vendor. We like to look at two or three; we want to compare the product and compare prices,” commented Milham. The hospital had already purchased wire shelving from Metro, so in looking through the catalog, he noticed that Metro had specialty carts as well.

“We had to come down on our pricing,” noted Dionise. Metro was higher than the competition. “Bob Milham told me where we needed to be and we got our pricing down,” she added. Since the hospital was purchasing Super Adjustable Top-Track™ and Deep Ledge™ Utility Carts, to be used in the different departments throughout the new facility, Metro was able to work out a special discount on the Starsys carts.

Price was an important factor but not the only one. Another benefit that made Metro the clear choice was the willingness to customize the size of the carts. Other vendors may not necessarily be able to do this at all or as quickly. Since Metro is a direct manufacturer and most others are distributors, Metro has the advantage of offering much more flexibility. The carts for the ER needed to be customized. Since they’re tucked underneath the counters they needed smaller casters and a shorter shell.

“We wanted to use carts that would slide under counters. Metro was the clear choice, with the ability to customize the size of the carts”

– Bob Milham,
Senior Buyer, Purchasing,
at Bronson Hospital

Metro and the hospital worked together in the sales and purchasing process for about eight months to a year. The relationship throughout this entire time was first-rate. The hospital was pleased with Metro, and both were delighted with the results. “Laurie was very valuable. When we didn’t know what could be done, she was there to help us – for example the customizing and bringing in samples,” said Milham.

The total number of carts purchased was 159. Quite a few of these are being used in the ER. Joanne Netz, RN in the ER, is very happy with the carts. After using cabinets before, having

L05-391

the carts in the rooms and outside the rooms, especially for restocking, it is more convenient. "I think they make it much easier to keep things organized – we just pull the cart out of the room and take it down to the supply room to restock," said Netz.

The mobility of the carts makes cleaning under the counter simple. The fact that they are polymer makes them durable and easy to clean, something that is very important in both the ER and the Critical Care areas.

Areas utilizing Metro's Starsys carts, Super Adjustable Top-Track and Deep Ledge Utility Carts as well as the quantity of Starsys carts purchased for each department include the ER (90), Pediatrics (10), Express Care (5), Intensive Care Unit, Central Sterile Unit (6), Critical Care Unit/Neonatal Intensive Care Unit (24), MRI (5), Radiology (15), and the Nuclear Medicine Room (4). The Starsys carts are standard throughout the hospital with the exception of some drawer configurations, customization in the ER and different drawer colors. For example, the Pediatric area is done in all primary colors, so they picked yellow for the drawers.



Metro's Top-Track Storage System in the Supply Room at Bronson Hospital.

Everyone is pleased with the results. Dionise often works on smaller projects but really enjoyed working on this one. Since it was such a large project and a new facility, there was so much more that could be done. "It was so much fun because it's exciting when you see the end results. This hospital is amazing," said Dionise.

On December 3, 2000, all hospital patients and services were moved into the new facility via a tunnel which connects the old campus to the new. The New Bronson Methodist Hospital is a total redevelopment of Bronson's 100-year-old campus. Phase I of the project opened last April and included a medical office pavilion, ambulatory services, parking ramp, library, pharmacy, gift shop and café. Phase II, which opened in December, included all inpatient units and ancillary services in the new 295-bed hospital, the trauma and emergency center, Bronson ExpressCare and Bronson Pro-Health services. The new hospital is focused on promoting a total healing environment with the right people and right technology to deliver the best possible healthcare.



An ER Room at Bronson utilizes the customized Starsys carts for easy under counter storage.