



Parkland Hospital partners with Metro to improve efficiency

ABOUT PARKLAND HOSPITAL

The Parkland Health & Hospital System has been serving the Dallas, Texas community since 1894. Their new 2.8 million-square-foot, 862-bed facility opened on August 20, 2015 as part of a **\$1.3 billion project** to provide the people of Dallas County with a long overdue new public health facility.

During the five-year build, the existing Parkland facility faced several compliance and regulatory issues. Today, thanks to the new facility and improved processes, Parkland prides itself on providing safe, quality care to its patients.



OVERVIEW

Like many healthcare facilities, **Parkland Hospital in Dallas, Texas struggled with the organization of supplies and materials.** This prevented the materials management team at Parkland Hospital from keeping the necessary materials readily available for various procedures or applications, including those in the emergency department. Parkland was about to transition to a brand new facility and the clinical coordination team decided they weren't taking everything with them. Bad habits, inefficient processes, and unnecessary clutter, including supplies or the carts themselves, had to stay behind. **Parkland needed a partner that could help them create the standardization and organization needed for optimal workflow** and the best environment possible for caregivers and patients.

CHALLENGE

As Program Director for the Clinical Coordination team at Parkland, Jessica Martinez needs to take into account the stakeholders who need access to various materials and supplies, what procedures various items are needed for, and where in the facility each procedure takes place. When Martinez, was tasked with selecting a partner that could help execute her vision for storage management of supplies and materials, she knew it would be a challenge. **“Going into the new build we knew we wanted to take a standard approach regarding procedure carts.** In the previous facility we had every type of cart you could imagine from every vendor imaginable. There was a lack of standardization, even within units.” Martinez, Program Director, Clinical Coordination, NPH.

The team at Parkland identified many areas of waste. Some of which were over-ordering procedure carts without a plan for how they would be used, in addition to a major lack of organization of supplies and materials within the cart. “From a supply management standpoint, we needed to control what was going in where. The old system of nursing units ordering what they wanted and putting supplies in where they wanted was not working because things were not being managed,” Martinez informed.

“If we control the carts and what goes in them, we can avoid systematic expiration issues, products being dumped in drawers,” Martinez said, “It used to be like a big junk drawer, where you could go from cart to cart looking randomly for something.”

PARKLAND AND METRO

The clinical coordination and materials management team at **Parkland identified Metro® as the ideal partner** to help them make the most of the new facility. Specifically, they confirmed that the Metro Flexline® cart had the qualities required to satisfy not only the workflow and organization needs, but also the regulations and compliance concerns.

The team at Parkland wanted **four priorities** from their procedure carts:

1. ability to standardize
2. organize
3. maintain a calming environment
4. adaptability to Parkland's needs over time.

1. STANDARDIZATION

The Metro Flexline cart was the perfect solution for Parkland's needs.

The clinical coordination team **was able to standardize procedure carts for each area of the facility**, including the emergency department, trauma rooms and ICU. Each cart then was specified for a certain procedure using a color-coded system. The drawer pulls on each Flexline cart were set to match the system, making it easy to quickly identify which cart was needed.

Furthermore, while Metro Flexline was the standard procedure cart throughout the facility, each cart was also configured for its specific application.

Each area of the facility now has the standardization needed so any caregiver who comes into the facility at any point knows exactly what and where to find what they need. Martinez said, "Every cart has a purpose and the purpose is standard."

2. ORGANIZATION

Jessica Martinez and the team at Parkland now shifted their focus to organizing each cart in the fleet. They did not simply want a standard procedure cart, but also standard locations for supplies and materials. Martinez worked with each department to identify what materials were needed for each procedure and which were the highest priority. This information was used to develop a template for each drawer for each type of procedure cart.

Flexline offers countless configuration options within each drawer. The team at Parkland was moving closer toward the level of organization desired for the new facility. **"We now have the layouts for each cart and if anyone wants to change anything, they have to change the template. It is all standard and organized,"** Martinez said, "We documented list of cardinal rules for what goes into to each type of cart and where, and what levels are supposed to be loaded in it."

There was a by-product of the process of developing these templates. Martinez found that caregiver adoption of the new program improved because each department's caregivers had a say in what materials were needed for each procedure and helped with the organization process of each cart.



PARKLAND SAYS...

"Every cart has a purpose and the purpose is standard."



3. ENVIRONMENT

A priority for the Parkland team was creating and maintaining an environment for the optimum patient care. Flexline possesses a few characteristics that they believe assist with this. First, its polymer construction was appealing because not only is it lightweight and easy-to-maneuver, but gives the carts a softer appearance when compared to other polymer or aluminum procedure carts.

“I am not a big fan of big, heavy, aluminum-type carts. We found over time, they rust and are very, very heavy to move,” Martinez said.

The second component of Metro Flexline that factored into Parkland hospital’s decision was its clean, streamlined design. The smooth edges are not only aesthetically pleasing but also are less likely to stick-out or get caught on things.

“I have a preference for the polymer system because it is very light, and doesn’t have sharp edges. It’s more aesthetic. It has a softer look about it. The design of the hospital is very calming, and these carts blend softly into the background.”

4. ADAPTABILITY

The team at Parkland knows that over time applications, procedures, and the facility’s needs will change. **“We like the fact that the Flexline carts can grow as needed. It has many accessories that you can change on the cart as needed,”** Martinez said. Metro Flexline has a unique advantage when accessorizing that was of utmost importance to Parkland: the accessories do not increase the footprint.

The Flexline design allows facilities to add features like tilt out storage bins or glove box holders, without increasing the footprint since the dedicated area for these features has already been planned into the cart. “The biggest part is the accessories do not increase the footprint of the cart,” Martinez stated, “If we need to alter the application, or simply find space for something like a box of gloves, things aren’t moving around or thrown anywhere, it’s all built-in.”

CONCLUSION

In utilizing more than **400 Metro Flexline carts** facility-wide, Parkland has found a way to achieve its goals and make the most of its new facility. The ability to standardize has made the clinical teams more efficient and flexible by making it easier for new caregivers, or those who work in multiple departments, to get up to speed quickly. Metro has proven to be a long-term partner for Parkland by having the solutions needed no matter the application or department. Metro Flexline not only possessed the necessary benefits for Parkland, but also the plethora of configuration options allowed Parkland to use carts with the perfect dimensions for their available space. Parkland decided to add another solution, Metro Starsys, to its neo-natal ICU department due to size option within the line.

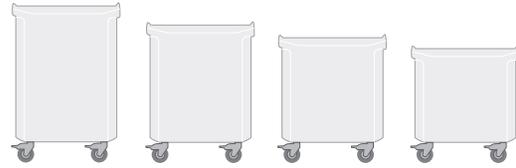
Parkland solved its compliance issues that plagued them in the previous facility while implementing a long-term system that will improve workflow, eliminate waste, and most importantly, create the best possible environment for patient care.



PARKLAND SAYS...

“We like the fact that the Flexline carts can grow as needed...”





Metro Flexline carts are offered in four heights and two widths. Their lightweight polymer construction is infused with Microban antimicrobial product protection to keep the cart cleaner between cleanings. To learn more about Flexline and its various security options visit metro.com/flexline.



CLEANER BY DESIGN*

- Microban® antimicrobial protection helps to keep products “cleaner between cleanings.”
- Advanced polymer and other proprietary finishes provide corrosion resistance.
- Smooth, rounded corners to allow for easier cleaning.

*Microban protection is not designed to protect users against disease causing microorganisms.



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