

HARKEL OFFICE CASE STUDY: CORTELLUCCI HOSPITAL VAUGHAN



IMPROVING PATIENT CARE AND ACCESS TO HIGH- QUALITY MEDICAL SERVICES

The Cortellucci Vaughan Hospital - a part of the Mackenzie Health System - is a pioneering establishment in Canada, and the first smart hospital to be built in Ontario in over three decades. It boasts fully integrated smart technology systems and medical devices that communicate with each other seamlessly, ensuring that patients receive the highest quality care. Harkel Office - a leading healthcare furniture dealer in Ontario recently worked in collaboration with Global Furniture to revamp the facility in an effort to better serve the community with top-notch patient care and an upgraded facility.

THOUGHTFUL DESIGN TO ELEVATE PATIENT CARE & EXPERIENCE

For a positive and uplifting patient and caregiver experience, the architecture, lighting, colour, furniture, and decor have been meticulously combined to create a calming atmosphere that permeates every inch of the building.

The landscaped walkways leading from the parking lot create a welcoming environment. The lobby and atrium are designed to be light, bright, and airy, with illuminated floor-to-ceiling windows that provide stunning views of the surrounding landscape.

To encourage relaxation and socialization on the premises, curvilinear couches and benches are upholstered in eye-pleasing, hospital-friendly textiles, providing an inviting space for people to gather and relax. The warm oranges and cool blues used on the furniture are carefully chosen to reflect the changing colors of natural light that filters into the room, creating a sense of warmth and comfort in the occupants.

The patient rooms have been designed keeping in mind the privacy factor. Large windows adorn the walls allowing patients an unobstructed view of the outside world, including the green roofs to create a relaxing environment.

Harkel provided comfortable recliners and sleepers to accommodate family members who wished to stay overnight. Additionally, each room is equipped with a washroom to ensure the comfort and privacy of patients and their families.

Harkel Office worked to create an environment that puts patients and visitors at ease, right from the moment they arrive at the hospital to the time they leave so that their stay at the healthcare facility is as stress-free as possible.

Considering the high volume of usage, these furniture pieces have been carefully selected by Harkel to ensure they are long lasting, aesthetic, and comfortable.

SETTING STANDARDS WITH ATTENTION TO DETAIL & PRODUCT KNOWLEDGE

The Cortellucci Vaughan Hospital is an impressive healthcare facility, which covers 1.2 million square feet and stands 11 stories tall. The building provides a range of acute healthcare services, such as Woman and Child, Inpatient Mental Health, Inpatient Integrated Stroke, and houses staff and administration offices. Given the size and complexity of the hospital, it was crucial for the Cortellucci team to partner with a company that could help them establish a furniture standard program that meets their needs seamlessly, and Harkel Office delivered just that.

With a customer-centric approach, Harkel Office carefully listened to the wants, needs, and challenges faced by the hospital, and to provide the best service, an Internal Standards Committee was established to develop universal criteria to maintain strict quality control of the furniture. The committee included medical and nursing practitioners, patients, health and safety, along with cleaning and maintenance personnel. The criteria defined were IPAC, health and safety, materiality, and price. These criteria were selected to ensure an unbiased and high quality service.

The product standard finalization took a year to ensure all the members were satisfied with the furniture choices and that they fit their requirements in terms of quality and functionality.

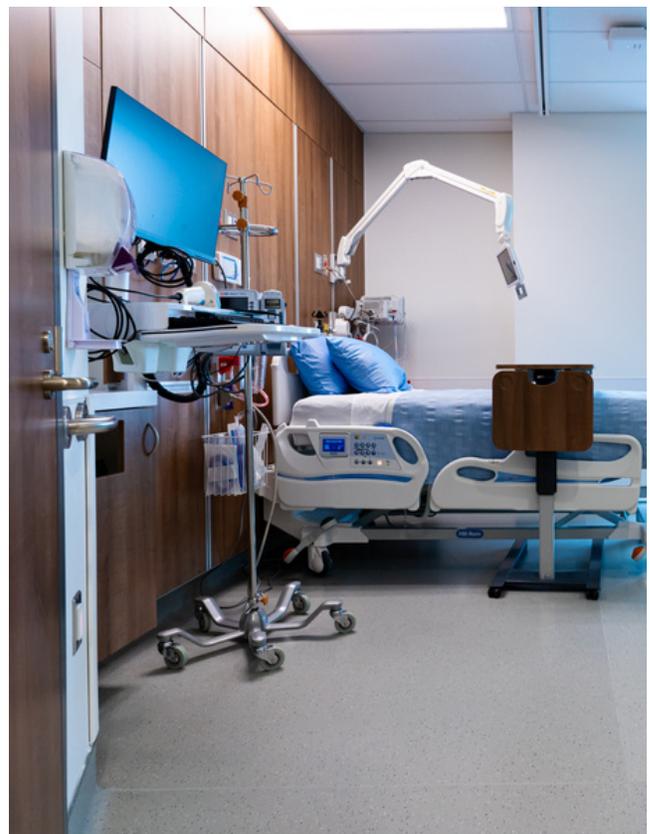
Harkel Office provided a handpicked selection of hospital-grade furniture that would be easy to clean and maintain. This also ensured that the hospital would be making a worthwhile investment that would save them both time and money in the long run.

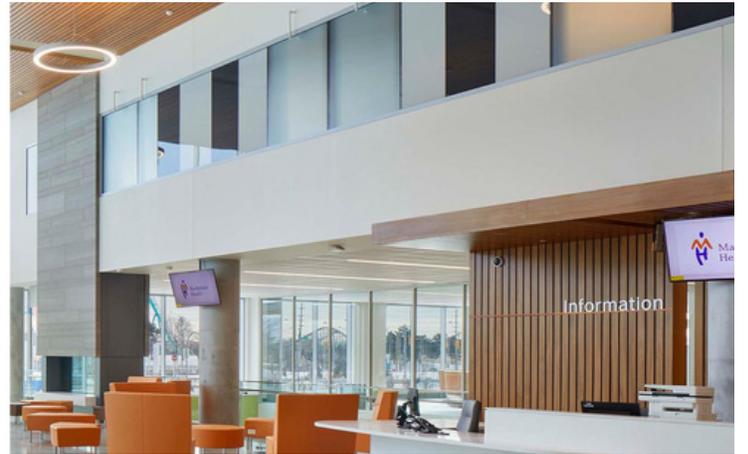
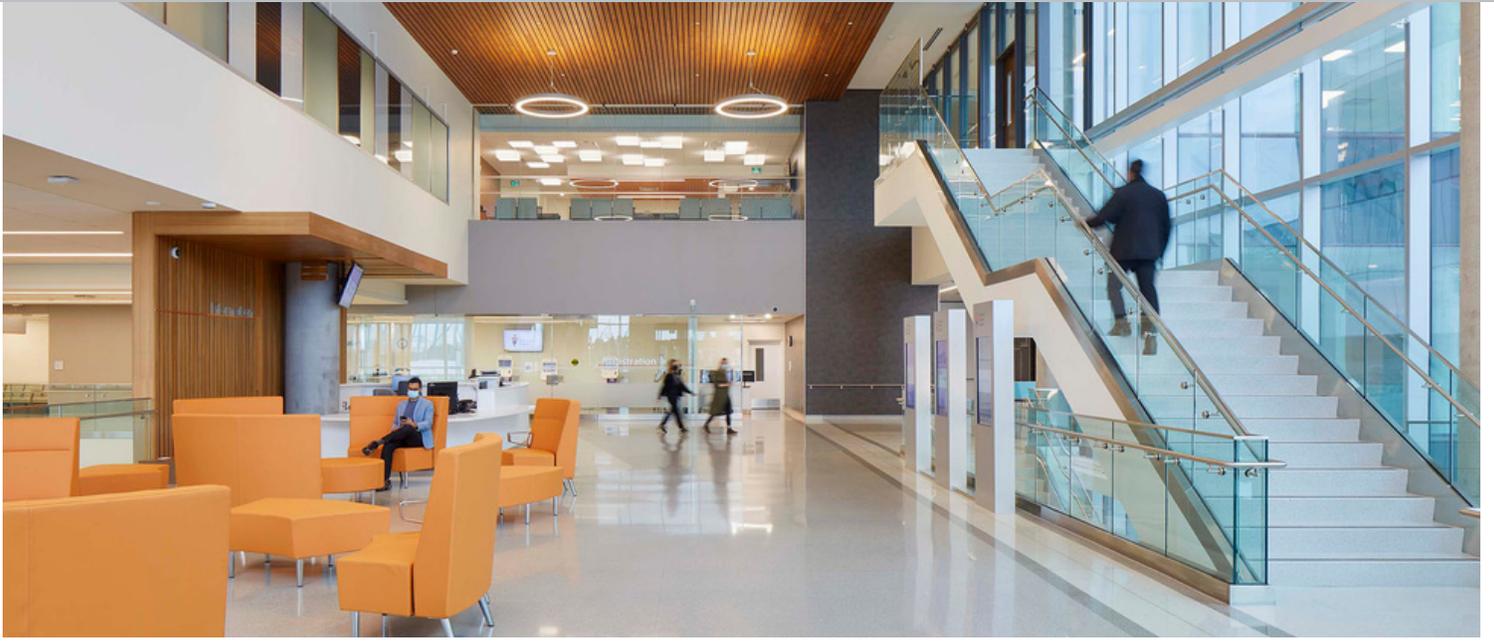
OVERCOMING CHALLENGES & DELIVERING ON TIME

Completing a project of this scale can be complicated even under normal circumstances. However, with the added challenge of COVID-19, there were even more obstacles to overcome. To tackle this challenge, the team divided each of the 11 floors into 88 quadrants and worked closely with the hospital's contractor and other essential equipment suppliers to ensure the furniture was delivered and installed on time. A total of 48 tractor-trailers were delivered at night, and the installation was carried out during the day. To comply with COVID-19 protocols, the installation team comprising 60 people was split into separate groups. They all wore personal protective equipment (PPE) and colour-coded safety vests with numbers on the back, enabling the tracking of each product's installation to the exact installer.

To streamline the approval process, Harkel Office provided detailed drawings featuring item numbers and colours for every room. This allowed Cortellucci Vaughan to easily review the progress of each area. By tailoring the installation process to meet the specific needs, policies, and conditions of the hospital, Harkel Office provided and installed a total of 8,500 furniture pieces to the hospital, out of which only 4 required replacement due to damage.

The successful revamping of a hospital as large as Cortellucci in such challenging times like the Covid-19 is a testament to the fact that Harkel can deliver complex projects with seamless execution and careful planning.





FEATURED PRODUCTS: COAST GLIDER, DREME SLEEPER, GLOBAL ACCORD SEATING, PRIMACARE HT SEATING, PRIMACARE MODULAR SEATING, RIVER+ SEATING



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