

St. Joseph's Health System:

Collaborating to raise the bar



For more than 15 years the St. Joseph's Health System Group Purchasing Organization has partnered with Global to create a furniture standards program that evolves with the needs of its members.

Creating a Robust Standard

The St. Joseph's Health System Group Purchasing Organization (SJHS-GPO) is a national program that works with healthcare facilities, manufacturers and distributors to consolidate volumes and create effective purchasing opportunities for its members. The members include over 400 healthcare facilities across Canada, including academic health centers, community hospitals and long-term care facilities. A key component of the SJHS-GPO's mandate is to deliver a robust furniture standards program that makes furniture selection and specification simple for its member facilities. Global ensures the furniture standards are fluid and evolve

with the needs of a diverse set of stakeholders, keep pace with evolving healthcare issues and maintain their value over the long-term.

Engaging Stakeholders

SJHS-GPO and their membership take great pride in bringing together a diverse committee of stakeholders for the evaluation and selection of their furniture partner. The most recent committee included facility managers, nurses, doctors, caregivers, ergonomists, designers, infection prevention staff, occupational therapists and purchasing agents. Deborah Bachly, Director of Business Development at Globalcare explains, "This committee took the better part of a year to review and evaluate furniture proposals to ensure the plethora of evolving patient and staff needs were met. Global was awarded the contract, extending their 15+ year relationship with SJHS-GPO for another five years." And the work continues. Both parties continuously evaluate and test furniture selections to ensure they respond to changing member needs.



Hamilton West 5th Campus (a St. Joseph's Health System Group Purchasing member) embodies St. Joseph's vision to pioneer innovative models of care that will radically reduce stigmas and barriers associated with mental illness and addiction.

Primacare by Globalcare is used throughout the facility

Collaborating to Innovate

This collaborative approach has resulted in new products being developed to meet stakeholder needs. One example of this approach is Global's Coast™ glider. Elderly patients or mothers with babies often find gliders difficult to get into or out of safely. Examining the issue in partnership with SJHS-GPO members led Global to develop the Coast glider, a product now available to everyone. The glider integrates uniquely curved arm panels that provide stability while the seat glides soothingly. The fixed arms provide a safer way for the occupant to get in and out of the chair while eliminating the need for a locking mechanism, which can cause further challenges for the occupant and caregiver.

Other innovations have led to new features that address emerging needs and raise the standard for the entire industry. Global developed and introduced a unique seam-sealing process to mitigate risk of body fluids, food spills and bed bugs penetrating upholstery through the seams. Sealing seams also increases the strength and integrity of the seam by preventing the stitches from shifting over time.

Raising the Bar

From the first five-year purchasing agreement (over 15 years ago) to today, where Global has been awarded single source furniture provider status, Global and SJHS-GPO members continue to develop purpose built furniture solutions to better address the issues, challenges and demands placed on furniture in healthcare facilities. Janice Mount, Contract Specialist at St. Joseph's Health System explains, "In this environment things are always changing. Global constantly educates itself and responds to these changing environments fluidly and proactively." Additionally, Global has also aligned its products with the Healthier Hospitals Standard to support sustainable healthcare environments for patients, staff and visitors. Jay Ayres, Purchasing Director at SJHS-GPO, sums up, "Ultimately our patients and the people who care for them are our primary concern. Global understands that and its portfolio of products contributes to an environment that supports health and wellness without sacrificing quality, durability and safety."

PRODUCTS USED

Furniture solutions for the entire healthcare complex including acute, elder and mental healthcare spaces
