



# Case Study

## Wake Forest University Baptist Medical Center – Winston-Salem, NC

### Challenge

Wake Forest University Baptist Medical Center, Winston-Salem, NC, is one of the nation's preeminent academic medical centers and provides a range of acute care, rehabilitation and outpatient services. In 2001, the 830-bed facility evaluated whether to replace some of its patient care lavatory fixtures, which were plaguing the facility with ongoing maintenance problems.

The engineering team was very reluctant to install new units based on its concerns with existing units. "We were very disappointed with the performance of the units and were cautious about buying new ones," said Kenny Joyner, engineering zone manager for the Medical Center.

Nurses in critical care, however, felt the combination lavatory and water closet modules were the right solution based on space limitations - traditional bathrooms were not an option. The primary challenge for the hospital was to find a product that was more cost-effective to maintain.



## Solution

"After seeing the Bradley patient care units in the BradVan (mobile showroom), Wake Forest selected the Bradley LavCare™ 750 Series for two of its patient floors," said Len Bowden of Roger's Sales Company located in Raleigh, NC. "The hospital had planned to use a different product and had already started work on one of the patient floors. The Medical Center has been a long-time Bradley customer, and after seeing the Bradley units, decided to place an order."

"We chose the Bradley units because the product appeared to be better made and seemed easy-to-install," said Joyner. The team at Bradley assured Joyner and the other engineers that they would not be disappointed.

## Upgrading Patient Care

While most patients in critical care at Wake Forest are unable to get out of bed, they do benefit from in-room patient care fixtures. Nurses are more productive and are able to spend more with patients because they do not need to leave for handwashing or disposing of bedpans and other waste. The compact, cabinet-style fixtures have a fully functional sink

and toilet, and give the room a tidy appearance that leaves plenty of space for patients and care providers.

The Bradley LavCare units installed at the Medical Center have a toilet that pivots into the room and locks into place when the cabinet door is opened. The Terreon® solid surface lavatory deck is resistant to chemicals and stains and is impact resistant. Moreover, there are no cracks or crevices where germs can build up.

According to Darlene Baxter, RN, AUM, "The new patient care units are an improvement over the previous ones. The automatic sink and extra spray attachment are particularly helpful."

Joyner added that they have been very pleased with the Bradley units on the maintenance end, and would recommend them to others considering this type of fixture. "We have had no problems or repairs since the units were installed almost two years ago."

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