

Hospital upgrade.

Creating a total makeover for a healthcare system.

St. Joseph's Healthcare System, a leading healthcare provider in New Jersey, offers comprehensive services to heal the body, mind and spirit of those in need. Its dedication to the community, compassion for patients and conviction to beliefs is second to none with a constant commitment to providing the best in care, treatment and facilities.

To continue to achieve this high standard of care, St. Joseph's needed to update its facilities, as well as build a state-of-the-art critical care building. Patient care could not decline during renovation and construction so it needed an attentive partner that could seamlessly and cost-effectively fulfill the décor needs of patients, staff and visitors.

From the waiting rooms to the exam rooms and beyond, Business Interiors by StaplesSM, part of Staples Advantage[®], brought significant cost savings and improved product and aesthetic quality, along with safe, easy-to-maintain options to the project.

The Company

St. Joseph's Healthcare System is a network of healthcare facilities located across northern New Jersey. Comprised of a medical center, two hospitals, a nursing home, ambulatory care centers and more, St. Joseph's has over 1,000 licensed beds system-wide, with a medical staff of 1,150 and an employee team that totals over 5,100. The Healthcare System is bound together by a passion to provide excellent care for patients while fostering a culture of continuous improvement.

"Our Business Interiors by Staples rep is here all the time, at all of the meetings — he is the key. He's like one of our staff when it comes to getting a project done. 'No' is never the answer with him."

Gloria Kunze
Vice President of Operations
St. Joseph's Healthcare System

The Challenge

To offer the highest quality treatment and meet an increased demand for care, St. Joseph's embarked on a multiyear project to expand, overhaul and update each of its facilities. A major part of this project was the construction of the 183,000-square-foot, state-of-the-art Critical Care Building on the St. Joseph's Regional Medical Center (SJRMC) and Children's Hospital campus. Opened in October 2011, this leading-edge facility brought 89 new treatment areas, 56 new private rooms, 12 operating rooms and several new waiting areas to be outfitted with a wide range of furniture.

Healthcare facilities like St. Joseph's aim to meet a long list of safety, hygienic, environmental and aesthetic standards while staying within the parameters of a strict budget. St. Joseph's knew it needed an engaged partner who could help create a safe, serene and inviting environment with affordable, durable furniture for patients and their loved ones.

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A comprehensive furniture solution was designed for operating, waiting and conference rooms, as well as lounge areas, offices and nursing stations.

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**“The look of the hospital is beyond compare.
The seating is comfortable, the rooms and
waiting area are comforting.”**

Patricia Grapes
Office Manager
St. Joseph's Healthcare System

With SJRMC's large and diverse facilities, there were also challenges finding a partner who could provide a wide enough variety of furniture options for all of their patient, staff and visitor needs, including specific usage and cleaning requirements specific to a healthcare environment.

The Solution

Staples Advantage approached SJRMC as its contract expired with its previous office supply company, and discovered the organization was seeking a furniture partner as well — ideally seeking a comprehensive solution for both needs. With the capital project on the horizon, there was no better time for Staples Advantage to demonstrate its value.

Business Interiors by Staplessm was engaged in all facets of the project, including space planning and design, furniture and fabric selections, as well as delivery and installation. The team was involved from day one, working closely with the architect, environmental services (EVS) and construction leads and end users at SJRMC, sharing a vision of the final product. The Staples representatives acted as sounding boards, making sure that everyone involved in the project knew where they could turn with questions and information throughout the project.

The Staples team assisted the executive committee and facilities staff in researching the proper furniture and fabrics for operating, waiting and conference rooms, lounge areas, offices and nursing stations. But there were also unique rooms on the premises that needed specialized attention. For example, Business Interiors by Staples furnished a high-tech teleconference room used to connect SJRMC medical staff with physicians around the world for training and educational purposes — a source of pride among staff.

The overarching mission was to build an atmosphere that would not only be bright, comfortable and welcoming for patients and visitors, but also durable, easy to maintain and environmentally conscious.

St. Joseph's Healthcare System and Staples Advantage[®]

The Results

Business Interiors by Staples exceeded St. Joseph's expectation. From waiting room seating to leather executive chairs, children's play tables to conference tables and nurses stations, the inviting atmosphere of the renovated facilities demonstrated Staples' ability to quickly update the facilities without sacrificing durability, cleanliness, budget or aesthetics.

Rather than equipping each room on a transactional basis with items from multiple vendors, St. Joseph's chose to consolidate its purchases using one consultant. The result was a more cohesive, effective approach supported from beginning to end by the Staples Advantage team.

The close relationship between the Staples team and EVS resulted in a level of foresight and preparedness that wouldn't have been possible otherwise. This close integration made the selection of fabrics and materials simple and the outcomes effective in the long term; the durable and easy-to-clean surfaces maintain their brand-new look long after installation.

The evolution of St. Joseph's Healthcare System is having an impact beyond the walls of its facilities. The neighborhood itself is following suit;

new retail spaces are opening, there's improved green space and a greater sense of community pride surrounding the campus.

**To learn more, please visit
BusinessInteriorsByStaples.com.**

