New Hanover Regional Medical Center

Wilmington, North Carolina

Creation begins with a Blank Canvas.

When designing a hospital room, most people don't view medical gases and electrical services as an artistic opportunity, but Modular Services Company (MSC) sees things a little differently.

In 2005, the Board of Trustees at New Hanover Regional Medical Center approved what was the largest building and renovation project in the hospital's history. The project included the opening of a Surgical Pavilion in June and the Betty H. Cameron Women's and Children's Hospital in September 2008. The next phase included the top-down renovation of the main patient tower to incorporate nearly all private rooms and redesigned spaces to make patients and their families more comfortable. The renovation was completed in December 2010.

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History

New Hanover Regional Medical Center includes three hospital campuses and is licensed for 855 beds. With specialty centers in cardiac, cancer, obstetrics, trauma, vascular surgery, intensive care, rehabilitation, and psychiatry, New Hanover Regional Medical Center is the primary referral hospital in the region.

NHRMC acquired New Hanover County's emergency medical services in 1998 and added the region's first air ambulance service in 2001. Around the same time, it took a national lead in disaster response planning. One year later, New Hanover Regional EMS became the state's first model EMS system.

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In early 2008, New Hanover Regional Medical in Wilmington, North Carolina, began the planning phase of a 9-floor patient tower renovation project. They were in need of a headwall that was not only clinically and aesthetically unique to the their facility, but also would incorporate the highest level of quality, with the ability to install within their timeframe and total design scope.

"For our renovated patient rooms, our goal was to find a modular headwall that would appear less clinical and more like a room furnishing element, without sacrificing clinical functionality," said Dan Isenogle, principle of Program Services Group and Program Manager for the New Hanover Project. "Our search led us to Modular Services Company and their Method® Headwall System."

Partnering with Modular Services Company

New Hanover came to Modular Services with the request to build a custom headwall that answered their needs-this led to the creation of Modular's Method® Headwall. The Method® Headwall is a custom designed headwall system that delivers medical gases and electrical services to the patient environment. The headwall is built to order and designed to meet the needs of the clinician, architect and the installer.

The Method® Headwall starts with a blank canvas. In the design process, Modular Services Company strives to meet customers exactly where they want to be. Whether it's partnering with a specialized team to develop the proprietary design or acting as the contract manufacturer, the Method® process involves listening, researching, humility, flexibility, curiosity and experience.

From the beginning, the MSC team worked with the New Hanover team through varying designs until they found the one that best satisfied the hospital's appearance and functionality needs. After constructing a fully appointed mock up of the hospital's typical patient room, final drawings were developed and the order for 383 headwalls was executed.

Delivering Excellence

Due to the phased nature of the project, New Hanover planned on completing floors for turnover only a few months apart. Each of the 9 floors housed approximately 44 beds. The phasing, combined with on-site storage limitations, required very close coordination of deliveries with MSC.

On any given floor, the customer was able to receive, vertically transport and install all 44 headwalls in 5 days. They had a crew of 8 that unloaded the truck and transported the headwalls to the floor and room. Then a crew of 4 installed all 44 headwalls in 4 days, including trim, after the electrical and medical gas connections were made.

"I could not be more satisfied with the quality, ease of installation, timing of deliveries and customer support," said Isenogle. "I would recommend the Method® Headwall System to any facility considering such a system for their project."

Unique to any other offering in the industry, the Method® is more than just a headwall, it is a design process and partnership that leads to a custom architectural product. An MSC design team works with the customer to design their ideal headwall system. The design is focused around the goals of the specific project and people involved.