



Southwest General Hospital Emergency Room - San Antonio



24/7

Emergency Room located
in a general healthcare
facility on the southwest
side of San Antonio, TX

Description

Southwest General Hospital (SGH) in San Antonio has provided healthcare services for more than 30 years and is the only full-service hospital in the southwest section of the city. According to its website, SGH has been recognized for many distinctions, including chest pain, stroke, bariatric surgery and wound care accreditations. SGH also has a busy, 24/7 emergency room with 26 beds and a helipad that's suited to treat a "broken bone, a deep cut that needs stitching, or something more serious," according to its website.

Early in 2016, the furniture – primarily the upholstered seating – in the ER lobby started to break down and show wear and tear, causing disinfection and hygiene challenges. Since the ER was a constant-use environment, the facility sought out furniture solutions that were more appropriate for spaces that receive steady traffic.

"The older furniture was just not performing the way we needed it to perform," Christopher Logan, Director of Emergency Services at Southwest General, said. "We needed furniture that didn't have to be replaced after a short period of time."

Durability Goal

As mentioned, SGH sought out furniture with extreme durability and the ability to handle constant traffic without breaking down soon after installation. Therefore, selecting resilient furniture was paramount.

Aesthetic Goal

To avoid creating an institutional feeling within its space, SGH wanted furniture products with a modern design to create an inviting environment. They also wanted products that were available in multiple colors and that could match the different hues on the floor and throughout the environment.

Functional Goal

In the case of future construction or changing ER needs, SGH also needed furniture that could easily be reconfigured, giving them optimal flexibility regarding the furniture within their space.

Selection Process

In the spring of 2016, representatives from SGH met with Norix Consultative Sales Representative David Craig who was recommended after he successfully provided furniture solutions in the behavioral healthcare section of the hospital.

“They needed durability. They needed the furniture to be easily cleanable. They needed it to be inviting,” Craig said. “It’s difficult to combine all of that in one product. Not many healthcare manufacturers out there today can provide that.”

Craig presented information on multiple Norix Furniture products, including a sample of the Gibraltar Series. This collection of in-line seating delivers intensive-use security and durability in a sleek, contemporary design. Gibraltar is designed to survive the rigors of constant use while continuing to look aesthetically pleasing.

Gibraltar starts with a comfortable and roomy ergonomic seat that is a full 20 inches wide. Gibraltar seats are rotationally molded from durable polyethylene and are fire-retardant, non-absorbent and easy to clean. Molded-in threaded steel inserts provide tamper-resistant, “steel-to-steel” attachment to base frame.

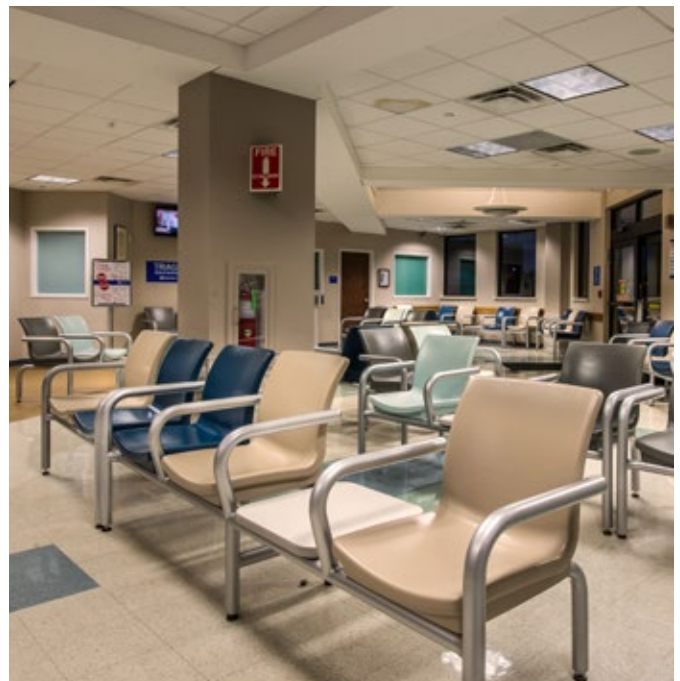
Additionally, customers can choose frames with end-arms only, or with divider arms between each seat. It’s also available in configurations of 1 to 4 seats, with a variety of connecting and intermediate tables to create “L” and “U” shapes to suit any room configuration. Gibraltar can be bolted down or freestanding, is certified to pass California Technical Bulletin 133 Flammability Test and is GREENGUARD Gold Certified by UL Environment.

According to Craig, SGH officials were impressed not only with the look, feel and durability of the product, but also its comfort despite being non-upholstered.

The Results

In November 2016, installation of Gibraltar Series products at SGH was completed, and patients and visitors immediately began to use the seating.

In particular, SGH purchased 72 Gibraltar seats, including configurations of one, two, three and four seat arrangements, some of which included the table option offered by Gibraltar.





Additionally, SGH purchased seating in Lagoon, River Rock, Graphite and Sea Spray. These colors from our Naturals Color Palette matched hues in the room and are designed to help humanize environments that have historically been institutional in nature.

“David Craig was professional and pleasant to work with,” Logan said. “So far, the performance and the response to the furniture have been excellent.”

Craig added:

“From what I have been told, the look and feel of the furniture turned out just as they had anticipated. Now, the durability, cleanability and aesthetics of the furniture in the lobby area are not something that they need to be concerned about.”



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Norix designs innovative, robust furniture that meets the real-world need for humanizing challenging environments. For more than 30 years, the company has served the behavioral healthcare, corrections, fire/rescue, military, shelter, public safety and variety of commercial industries by providing uniquely reliable furnishings for every application. All furniture is designed for safety, security and extreme durability. Norix furniture is extraordinary by design, surpassing industry standards for strength, safety and long-term performance. Aside from its durability, Norix products also come in aesthetically pleasing designs and colors and are made especially for facilities that require furniture that can humanize their environments.

The privately held company is headquartered in West Chicago, IL with consultative sales representatives and dealers throughout the U.S. In 2012, Norix launched Safe Environments, a news and information blog serving architects, designers, administrators and facility managers involved in the design, construction, and operation of challenging environments. For more information, call 800-234-4900 or visit www.norix.com.