

CASE STUDY

Delivering **World Class** Field Service Under Pressure

When a hand hygiene system failure at Children's Mercy Hospital in Kansas City created safety and compliance risks, immediate action was critical. Partnering with Medline Industries, KR Wolfe quickly replaced nearly 3,000 dispensers with SMART Spectrum Pro units, restoring safety, minimizing disruption, and ensuring seamless hospital operations.



Project Results

Replaced Previous Dispensers

- ✔ KR Wolfe implemented an assembly-line process to efficiently remove, label, repackage, and palletize nearly 3,000 dispensers for organized return shipment from Mercy's warehouse.

Installed New Smart Dispensers

- ✔ Technicians installed brand-new Bluetooth connected dispensers, designed to fight against healthcare compliance risks by notifying facilities staff that product is running low and requires replacement.

Strengthened Partnership

- ✔ Through the rapid deployment of upgraded SMART sanitizer technology and an accelerated installation timeline, the manufacturer reinforced a trusted partnership centered on hospital safety, regulatory compliance, and long-term operational reliability.

After nearly 3,000 dispensers reported ghost dispensing and alcohol-based sanitizer leaks across the Mercy Children's Hospital main campus and 18 supporting facilities, KR Wolfe partnered with Medline Industries to deploy a rapid response, field service team. The team removed, replaced, and upgraded the dispensers with Bluetooth-enabled SMART Spectrum Pro units, restoring compliance, minimizing disruption, and delivering world-class healthcare facility support on a tight 2-week timeline.

Equipment Installed

- 3,000 SMART Spectrum Pro Hand Hygiene Systems

Challenges

- Implemented an assembly-line process to efficiently remove, label, repackage, and palletize nearly 3,000 dispensers for return shipment from the Children's Mercy warehouse.
- Managed to secure a team of 6 technicians within a one-week deadline to complete this job over the course of 2 weeks.
- Overcame compliance issues, code faults, OSHA risks so that hospital was in compliance upon project completion.

Conclusion

The rapid response and coordinated effort by KR Wolfe not only resolved a critical safety and compliance issue at Children's Mercy Kansas City but also strengthened partnerships with Medline Industries and hospital leadership. By efficiently replacing nearly 3,000 dispensers with Bluetooth-enabled SMART Spectrum Pro units, the team restored operational safety, ensured regulatory compliance, and minimized disruption across a multi-campus facility. This project highlights KR Wolfe's commitment to our partners by delivering world-class field service, technical expertise, strategic planning, and a commitment to our client's success.



“The onsite team was visibly eager to help and were motivated to get the replacement done correctly and as fast as possible. Their speed and accuracy with communication helped me do my job of delivering customer service in a time of need.”

CIS Project Manager, Medline Industries



Scan the QR code to learn more about partnering with KR Wolfe today.

