

CASE STUDY

Safer Hospitals Start with Smarter Installations

KR Wolfe partnered with Medline to install 4,000 liquid dispensing units across five Methodist University facilities, aiming to enhance hygiene and safety for patients, staff, and visitors. The project involved complex logistics across multiple buildings, tight timelines, and unique installation challenges such as retrofitting old backplates, navigating high-traffic areas, and mounting dispensers on varied surfaces. Through meticulous planning, specialized tools, and proactive problem-solving, KR Wolfe delivered the full installation on schedule, ensuring reliable, fully functional dispensers and improved hygiene protocols across the campus.



Project Results

Optimized Supply Movement

- ✓ To streamline supply movement, the team implemented a systematic cart-loading process and assigned a dedicated runner, keeping installation teams focused, boosting productivity, and minimizing delays.

Refined the Cleaning Process

- ✓ The team identified the most effective cleaners and tools for removing adhesives, cutting cleaning time per backplate to just 12 minutes and significantly improving efficiency.

Strengthened Mounting Methods

- ✓ Switched to stronger screw-mounted fittings for long-term durability.

Secured Critical Supplies

- ✓ KR Wolfe expedited supplies and secured temporary sanitizers to keep facilities fully operational during installation.

KR Wolfe led a large-scale field service initiative to install hand sanitizing stations across five Methodist University healthcare facilities, supporting campus-wide hygiene and infection prevention efforts. Spanning hospitals, administrative offices, and academic buildings, the 16-day project required tight coordination across high-traffic clinical environments and varied wall conditions. The team implemented efficiency-driven workflows, including optimized material staging, dedicated logistics support, and real-time dispenser verification to prevent rework. They also adapted to unforeseen challenges, retrofitting new units to existing backplates, resolving mounting issues for long-term reliability, and sourcing temporary pumps to maintain functionality during curing. Through strong field leadership, daily coordination with Medline, and disciplined multi-site execution, KR Wolfe delivered a consistent, high-quality installation across the system.

Equipment Installed

- Hand sanitizing stations

Challenges

- Logistical issues due to expansive layout of facilities
- Requested use of screwless mirror plates caused dispensers to detach from walls, creating safety risks and reducing the overall reliability of the installation
- Limited number of technicians allowed to be onsite
- Original dispensers had to be retrofitted with old backplates, which required intensive cleaning to remove the old adhesive, a task that significantly added time to the installation process.

Conclusion

This project highlights KR Wolfe's ability to execute multi-site installations efficiently and reliably while strengthening hygiene standards across all facilities and reinforcing our value as a trusted field service partner in active healthcare environments.



“I wanted to take a moment to thank you all, especially Jim, for the consistent daily updates. They’ve been incredibly helpful when communicating with the customer and are much appreciated.”

Thank you again for your continued support and assistance.”

Capital Installation Specialist, Medline Industries



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

