



CASE STUDY

HEALTHCARE - BLACKROCK CLINIC

CLIENT

Healthcare - Blackrock Clinic



Blackrock Clinic is the leading and longest established private hospital and clinic in Ireland. Since it opened in the mid 1980s, the Clinic has consistently built an unparalleled reputation in new high-tech surgical procedures, medical treatments and ground-breaking diagnostics. This reputation means that some of the best international and national consultants work at Blackrock Clinic.

Patient outcomes at Blackrock Clinic are very positive. They follow the progress of patients from the beginning of their journey, and many of its outcomes outstrip international standards.

Blackrock Clinic are also the first hospital to provide treatment in single-patient rooms, thus reducing the risk of hospital acquired infections. This is something on which they are very proactive.

Blackrock Clinic has been recognised for over ten years by the Joint Commission International (JCI) which accredits only hospitals that raise safety and quality of care standards to the highest levels. They were one of the first hospitals in Ireland to attain this international recognition.



Blackrock Clinic



HEALTHCARE CLIENT : BLACKROCK CLINIC

ENGAGEMENT MODEL

Western Hygiene install and maintain all hand sanitiser units at Blackrock clinic – locations include patient rooms, common areas, entry and exit points, washrooms, kitchen area etc. Western Hygiene replace these units as needed and undertake a 6 monthly visual audit on every unit across the site.

EVENTS

DISPENSERS

Western Hygiene offer a number of events throughout the calendar year to support excellent hygiene practices.

Blackrock clinic are contacted weekly by the Western Hygiene telesales team to facilitate order placement.

ORDERING

REMOTE MONITORING

Blackrock Clinic have full remote access and visibility at all times, via Western Hygiene's online platform.



Example: WH Products/Solutions supplied



Blackrock Clinic



Soap & Sanitiser

Wall Mounted Dispensers
Bottle Dispensers
Sanitiser



Kitchen/Catering

Dishwasher Detergent System
Cuttlery Napkins



Misc.

Shaving Foam
Wipes

As a direct result of working with Western Hygiene, Blackrock Clinic estimate that it has saved approximately:



30-50% - on Dishwashing activity

This saving correlates to the following:

- Eliminated the need to use de-stainer
- Eliminated the need to polish glasses
- Dishes dry automatically



Blackrock Clinic



30-50%

SAVING STAFF TIME

HOW DID BLACKROCK DESCRIBE WESTERN HYGIENE?



HISTORY

Western Hygiene have been supplying Blackrock clinic since 2014 and their products are located across the entire hospital.



CUSTOMER SERVICE

Western Hygiene are committed to strong customer service.



EFFICIENCY

Western Hygiene are reliable and efficient



TRUST

Western Hygiene is a trusted supplier



Blackrock Clinic

TESTIMONIAL



“We have been purchasing from Western Hygiene since 2014 and their products are used throughout the whole hospital. They are committed to strong customer services I would have no hesitation in recommending Western Hygiene”

James Leahy/ Purchasing Manager/ Blackrock Clinic