THE CHALLENGE

HVA is an alliance of locally governed senior living communities throughout northwest Pennsylvania. And as not-for-profit, mission-driven entities, HVA’s member organizations reinvest their earnings back into their staff, their facilities, their programs and the outstanding care they provide — placing residents’ needs above all things.

From independent living communities, home care and rehab, to skilled nursing care and memory support, HVA’s member organizations are there through every stage of life. Together they pursue staff education and training, negotiate low-cost contracts for supplies, obtain grants to help defray the costs of training and operations, and share best practices for collective improvement.

Michael F. Gallagher, executive director and CEO of HVA, has been a long-time proponent of the alliance’s affiliation with Intalere and the wide-ranging benefits member organizations can achieve, not only through group purchasing services, but in other areas as well. “Purchasing and the inherent cost reductions were an early focus of our group with Intalere,” said Gallagher. “Once the value was established, the engagement has grown tremendously and brought great benefit to our members.”

One such example is with HVA member WRC Senior Services and their project to build Water Run Landing, a new senior living community in Clarion, Pa. WRC Senior Services provides an integrated family of services, including skilled and rehabilitative care, residential living, personal care, and home and community-based services at locations in Jefferson, Clarion and Elk counties in western Pennsylvania.

WRC was in the process of completing construction on the new Water Run 60-bed facility, but ran into some challenges based on prohibitive costs related to the interior design and furniture acquisition for the new building. “I am consistently educating our member organizations on what group purchasing organizations, and in particular, Intalere, can do,” said Gallagher. “If any of our organizations have a project, we encourage them to include Intalere to reduce costs and assist in the process.”

THE SOLUTION

In the case of Water Run, the Intalere representative was tuned into the challenges the facility faced and was able to introduce Intalere’s facility management program to WRC’s internal project manager, Jeff Douglas. The Intalere Facility Management team includes experts in construction, renovation

A SHORT TAKE ON SUCCESS

The Challenge:
• New building moving into completion stages but lacked any design specifications for the internal furnishings.

The Solution:
• Facility engages Intalere facility management specialist to coordinate proposals for interior furniture and design process.

The Outcome:
• With Intalere’s assistance, the project was completed on time and under budget by nearly 20 percent.
and interior design, energy solutions and plant engineering. They have years of practical and managerial experience and are available to assist with supply chain management, including product selection, sourcing solutions and product specification. They can also guide interactions with contractors, architects and interior designers to maximize contract utilization and savings throughout the project.

Intalere specialist John Trotta immediately engaged with Douglas and together they established the base requirements of the living quarters, common areas, beauty salon and café that were part of the floor plan for the new facility. With the basic requirements determined, Trotta sourced Intalere suppliers that could meet the needs of this project either from a turn-key approach or a specific aspect of the interior such as appliances and fitness equipment. He selected four suppliers to establish a fast track bid process.

“With an almost zero dollar design budget, together with Jeff Douglas and the proposed suppliers via discussions and site visits, we determined specifications and design that could adequately allow the proposal process to move forward,” said Trotta. “With a critically short cycle deadline I wanted this process to be easy for all parties to review allowing the member an easy decision-making process.”

Arrangements with each supplier to provide various product samples and information took place in tandem with the bidding process to save time. At the request of Douglas, the Intalere specialist acted as liaison between supplier and the facility, filtering any issues and responses pertaining to the bid process. This allowed Douglas to focus on completing the actual build.

“The outcome
After reviewing all the proposals, it was determined that Staples Office Systems provided the best turn-key solution. In addition to being able to provide all the interior requirements, this supplier’s proposal included set-up and and installation, and resulted in the total cost for the building project to be completed well under budget.

The new facility features accommodations for 60 residents in studio suites or flex studio suites. Each studio includes a kitchenette with sink and counter, cupboards, microwave and refrigerator. The facility also offers restaurant-style dining and a bistro, as well as a spa, beauty salon/barber shop and fitness center.

Project manager Douglas is thrilled with the results and appreciative of the assistance that Intalere and facility management specialist Trotta provided. “John was able to engage Intalere suppliers, reduce lead times, and be a great resource to help close the gaps and help ensure a successful project completion,” said Douglas. “There are three things I look for from partners when working on a project such as this – quality, service and fair cost. We were able to attain all three with this project.”