



WATERLOO HEALTHCARE

Better Carts for Better Outcomes

CLIENT SUCCESS STORY



"We looked at two different vendors. We felt the Waterloo staff and product was superior. I felt comfortable with the distributor sales rep Steve Watkins with DSI, and Jeremy Jones, Waterloo's National Business Development Manager. They were integral in helping us go live with the new carts, supporting us as we moved the old carts out and brought the new carts in. They were very 'hands on' and helpful."

BACKGROUND

AnMed, founded in 1908, is an independent, non-profit health system serving upstate South Carolina and northeast Georgia. In 2023, it was named as one of America's "Great Community Hospitals" by Becker's Hospital Review, an honor given to only 153 hospitals in the United States, with AnMed being the only one from the upstate South Carolina region to be recognized. AnMed has about 620 physicians on the medical staff and approximately 3,600 employees. Jay Wright, AnMed's Director of Cardiovascular and Critical Care Services in the Patient Care Administration department, was looking for a superior solution for medical carts used in the hospital system, and he found the Waterloo Healthcare brand.

CHALLENGES

- The medical carts that were being used by AnMed frequently broke, which caused frustration for the medical staff and could have affected patient care if the situation continued.
- The underside of the electronic lock compartment was not sealed, which is where many failures would occur due to the exposed electronic components.
- Nurses have a job to do, and they are often under pressure and intense circumstances, so the equipment they use must be able to withstand frequent use and intensity.
- Accessing the batteries on the carts AnMed was using was not convenient, and battery life was also a concern.

OUR SOLUTION

The cardiovascular and critical care services areas are now utilizing only Waterloo Healthcare medical carts, the most durable, highest quality medical carts on the market. In early 2025, after Jay ordered his department 50 carts, Jeremy from Waterloo helped onboard all the carts on-site in South Carolina.

OUTCOME

Feedback from the staff about the Waterloo carts has been very positive, and Jay reports, "We haven't had a single cart break" since switching to Waterloo.

Waterloo's superior design and craftsmanship provided AnMed with an ideal solution – medical carts that didn't fail or break, the electronic components were protected by being sealed, and the batteries not only lasted longer, but they were easier to access when needed.