



CASE STUDY

REDUCING OVERALL OPERATING COSTS

Outdoor Grounds Partner Cuts Operating Costs for Local Healthcare System

The Issue/Challenge:

Summa Health System was working with an outdoor grounds contractor for 20+ years. The entity as a whole was under a great deal of pressure to cut costs due to government regulations and competing hospital systems in their market. They were looking to partner with a company that ultimately instilled LEAN Management techniques and saved Summa money but still provided an acceptable level of service. This is where Turfscape stepped in.



THE PARTNERSHIP

Turfscape worked with Summa Healthcare to find a solution that fulfilled their needs without exceeding budget.



THE SOLUTION

Make necessary improvements in an efficient, cost-effective manner.



THE IMPACT

A well-established working relationship has been built because of effective communication and mutual understanding.



Turfscape Inc.



The Partnership:

A team member of Turfscape was a business acquaintance with one of the Property Managers at Summa which is how the initial meeting transpired. At the onset of the discussion, Turfscape's effort to understand Summa's pain points and determine viable solutions was relentless. They came in with a new perspective and suggested creative ways to cut costs yet still provide the level of service that the Property Managers at Summa expected. By brainstorming together, the two teams determined more efficient uses of equipment, different production rates and alternative means of communication and job set up processes.

The Solution:

Turfscape assisted Summa Health System in reducing maintenance costs by taking a fresh look at their numerous sites. They determined necessary property improvements and presented how to complete the work in an efficient, cost-effective manner. The main solutions were:

- 1. Appointing an On-site Groundskeeper.** By appointing an On-site Groundskeeper, this allows

all of the entities of Summa Health System to have "eyes and ears" on every property, every day. Having a Turfscape employee patrol the grounds results in a cleaner outdoor appearance of the hospital's smoke-free campus and allows the chance to report any issues or safety hazards to off-site Summa Property Managers.

- 2. Installing Rock Beds.** Removing turf and replacing it with rock beds reduced turf cutting areas in the growing season and salt damaged areas in the winter. This reduced maintenance costs and improved the overall image of the hospital's grounds.
- 3. Planting Perennials.** Removing annuals and replacing them with perennials reduced the yearly expense of installing seasonal color.
- 4. Dormant Pruning.** By suggesting dormant pruning, Turfscape saved Summa Health System the expense of replacing older and damaged plant material. Aggressively pruning in the winter rejuvenates the health and vitality of trees and shrubs, extending the life of the plant.





5 . Working with a Certified Arborist.

Turfscape partners with a local tree company that crown prunes existing trees like pin oaks, extending the life of the tree. Not only does removing dead or dying branches improve the appearance of the grounds, it helps prevent damage to buildings and decreases safety hazards.

6. Establishing a Water Management Program. By having crews onsite daily, Turfscape is able to manually water any plant material as necessary. They are able to manage and report any issues with the irrigation systems on the multiple properties, which in the end saves money, wasted water... and the environment.



The Impact:

Strong working relationships have been built due to the increased communication every Property Manager at Summa receives from Turfscape regarding the properties they manage. Having one point of contact at Turfscape simplifies any communication barrier, allowing Summa employees to focus on other aspects of their jobs. Having a trusted partner on-site every day increases awareness of problems on the properties they manage without the hassle of having to physically visit each site. This results in a safer, cleaner environment for all Summa employees, patients and visitors. The partnership that Turfscape and Summa Health System have formed goes beyond the health and appearance of their outdoor grounds...they have created a partnership that focuses on giving back to the community. Turfscape attends Summa's Annual Fundraiser Ball, "adopts" a nearby property as part of the Keep Akron Beautiful initiative and supports breast cancer awareness with a truck that contains a large pink ribbon on it year-round and a pink plow in the winter.





“Summa Health System contracted with Turfscape to maintain the outdoor grounds and all landscaping related work at multiple sites of its large hospital system and the transition from our previous contractor has been seamless. The fact that Summa is such a large entity requires it to have multiple points of contact from different departments in the system. The communication with Turfscape has been streamlined to make it a very easy process. The Turfscape Account Managers have been proactive and responsive to the various requests at our different locations. Overall the attention to detail and quality of work has been very good and Summa would recommend Turfscape as an outdoor grounds provider.”

– Ed Friedl, Vice President, Construction & Property Management,
Summa Health System



Turfscape Inc.

Since 1988, Turfscape has partnered with commercial properties to become Northeast Ohio's leading year-round provider of lawn maintenance and snow removal. Let us be your outdoor commercial grounds partner so you can focus on what you do best. Contact us to discuss a solution that is catered to your property's requirements.

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