

Berkshire Facial Surgery Standardizes Three Locations

Berkshire Facial Surgery surgeons and staff found it difficult to move among their three locations and work efficiently because each location was organized differently. Training new employees was also time-consuming and cumbersome. When they installed customer-designed organizers from Organize My Drawer, this challenge was solved.

“With the goal of standardizing the locations of all surgical instruments in our 3 office locations (with 3 different layouts), I struggled searching for something that would divide the different-sized drawers sufficiently and identically.”

Justine Vieu

Office Manager, Senior Surgical Assistant
Berkshire Facial Surgery, Inc.



The Challenge:

- ◇ Berkshire Facial Surgery struggled with having three locations, each with different cabinetry and organizational systems.
- ◇ Each location was organized differently, causing the employees to waste valuable time searching for items.
- ◇ The bins were too small, tipped over and moved around in the drawers and cabinets.
- ◇ Readily available organizers only come in specific sizes, not necessarily the sizes needed by Berkshire Facial Surgery.
- ◇ Some off-the-shelf items might work for one office, but not the other two.
- ◇ Training new associates was a time-consuming endeavor because new employees had to be trained three times - once at each location.

About Berkshire Facial Surgery

The doctors at Berkshire Facial Surgery in Westfield, Longmeadow & Hadley Massachusetts practice a full scope of oral and maxillofacial surgery including corrective jaw surgery, implant surgery, wisdom tooth removal and more. The staff is trained in assisting with general anesthesia or IV sedation within their state-of-the-art office setting. Berkshire Facial Surgery has a staff of 20, consisting of 2 surgeons and 18 administrative and clinical employees.



 Organize™
My Drawer



Justine Vieu, Operations Manager and a Senior Surgical Assistant, was tasked by the President of the practice, an Oral & Maxillofacial Surgeon, with standardizing the storage of all surgical instruments at the three locations. The off-the-shelf organizers Justine found did not allow for both horizontal and vertical dividers in one organizer.

The Solution:

- ◇ The practice sees an average of 50 patients each day, so getting organized and standardized became essential to improve process and efficiency. Justine searched for solutions and found Organize My Drawer through a Google search for “Organizer Dividers.” Almost immediately she realized she could design her own organizers and that each organizer could be sized to fit the cabinetry at each location, while keeping the layout the same. This was exactly what she needed to bring much-needed standardization to their practice.
- ◇ As Operations Manager and a Senior Surgical Assistance, Justine is very busy. The convenience of an online design tool made it easy for her to design the organizers when she had time in her busy schedule. Each design could be saved to her account

and copied and re-sized for the different locations. While the organizers she ordered were not necessarily the same dimensions because of the cabinetry constraints, she was able to create identical layouts for each location. She also created a numbering system that is used throughout the three locations.

- ◇ Organize My Drawer built and shipped the organizers for Berkshire Facial Surgery remarkably fast. Justine could standardize the offices within days of placing her order. The doctors and surgical staff can now open each drawer and cabinet and find the instruments they need quickly and efficiently, whether they are working in Westfield, Longmeadow or Hadley.



- ◇ The clear acrylic organizers are also washable and help in maintaining a clean environment for the instruments being sorted. As an added bonus, the organizers are modern and sleek and lend a polished look to their practice.

The Result:

Thanks to Justine and Organize My Drawer, the Berkshire Facial Surgery offices in Westfield, Longmeadow and Hadley are standardized and organized. “No matter which office you come to, you can find any particular item in the same numbered location.” Justine knew how she wanted to organize the offices, she just needed a product that allowed her to organize the best way possible for Berkshire Facial Surgery.

“This addition to our practice will save time with locating items as well as be helpful for future new employees joining our team. I highly recommend OMD to anyone who is looking to organize or standardize the drawers in their office(s).”

Organize My Drawer was the perfect solution... My goal was accomplished thanks to OMD.”

Justine Vieu

Office Manager, Senior Surgical Assistant
Berkshire Facial Surgery, Inc.

If you or your practice need organization that you design to meet your very specific needs, the sales team at Organize My Drawer would like to help. Please call us at (888) 264-9707 or email us at: sales@organizemydrawer.com.

Get started right away at: www.organizemydrawer.com/omd-health