

Eagle Ridge Hospital Case Study



Fraser Health (FH) covers an area that stretches from Burnaby to White Rock to Hope/Boston Bar in Canada. Fraser Health serves 1.6 million people and is a major force in healthcare. More importantly, they are a community of 22,000 people who share a common goal: to ensure that every resident in the health authority has access to quality care when they need it. Their quality healthcare services range from acute care hospitals to community-based residential, home health, mental health and public health services.

The Challenge

For the past 10 years Eagle Ridge Hospital (ERH) had been using pulp macerators from another manufacturer which caused regular issues such as waste pipe blockages, floods and numerous failures created by the operator. DDC Dolphin were approached to investigate the situation and advise if their Pulpmatic macerators could offer them a trouble-free alternative which could ensure a more effective and efficient working environment.

The Solution

After a thorough consultation with Eagle Ridge Hospital, DDC Dolphin obtained a list of criteria which were critical to the success of the project. The DDC Dolphin engineering team in the UK then created bespoke solutions which would overcome the existing barriers and provide a permanent solution for the hospital.



The Outcome

“ DDC Dolphin had a very good approach to accommodate our needs and were able to provide us with macerators configured to prevent the majority of the failures we had been experiencing with blockages and floods. They also offered additional features to help avoid operator errors. After installing the trial units, both the users and the maintenance staff have been very pleased with their smooth operation which has been failure-free and with no impact on either operational or maintenance staff.

We have used DDC Dolphin Uno and DDC Dolphin Ultima models. Their technology is very efficient and user-friendly and we are highly recommending both models. ”

Stefan Manea, Technical Coordinator, Fraser Health Authority, Canada