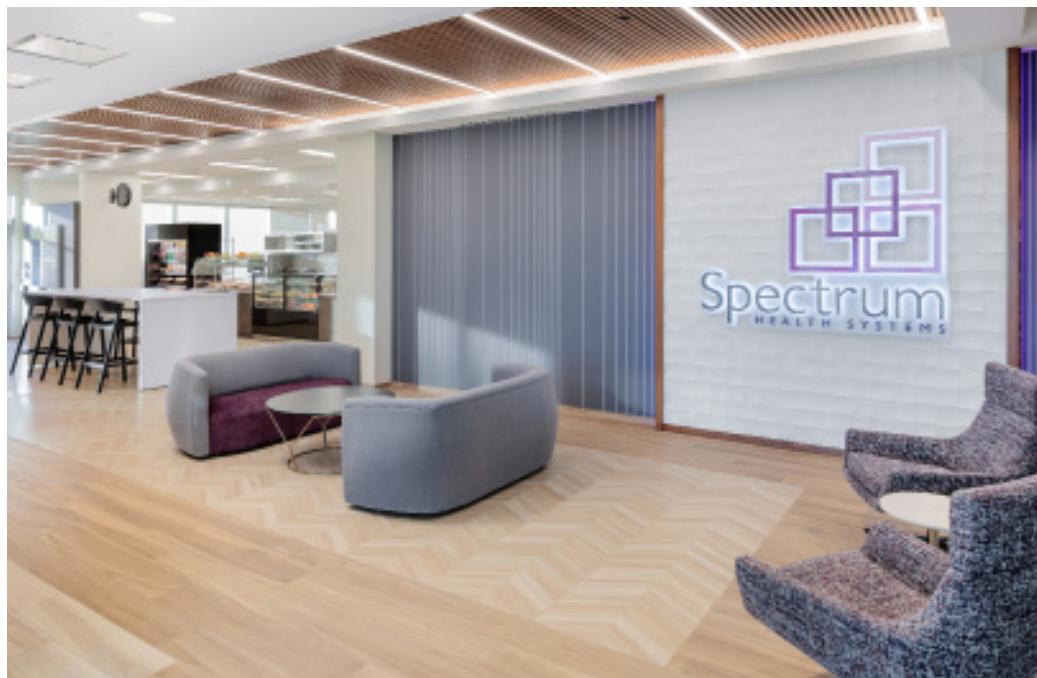


# Spectrum Health Systems

Case Study | Healthcare

**creative  
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Spectrum Health Systems is a nonprofit organization that specializes in the treatment of substance abuse and mental health disorders. The relocation and expansion to the Westborough location allows administration, intake, inpatient and outpatient recovery services to be on the same campus.

## CHALLENGE

A designer who was new to working with Creative Materials reached out in a moment of urgency. The designer was balancing the demands of running her firm while trying to enjoy a rare break from work. During her time away, she discovered a major issue that required immediate attention. The product specified initially for a client's project had been discontinued.

The product had been carefully chosen due to its unique combination of features. It offered a highly competitive price point and two complementary wood stains that worked seamlessly together. The large-format field tile sizes suited the project's layout, and the coordinating decorative mosaic added the finishing touch to complete the design. The designer was unable to find a suitable alternative that met both the design vision and the client's budget.

With project deadlines quickly approaching, coupled with limited time and resources to dedicate to problem solving, a fast and reliable solution was needed that aligned with the original design intent.

## SOLUTION

Our A&D Consultant recognized the urgency of the situation and immediately partnered with the designer to help resolve the challenge. Recognizing the importance of time, we explored alternative options that could replicate the original product's design qualities, performance characteristics, and price point.

**Location**  
Westborough, MA

**Project Type**  
Healthcare

**Area Supplied**  
Office Building Lobby  
Grab-and-Go Areas

**Products |**  
Arden

**Design Firm**  
Scopo Design LLC

**Tile Installer**  
Installations Plus

*"When Beth first reached out, she wasn't yet familiar with Creative Materials. I am grateful she trusted us with this project and allowed us to demonstrate our client-first approach and collaborative capabilities."*

*—Elizabeth LeBlanc  
A&D Consultant*

**Creative Materials Corporation**

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After reviewing multiple options, the Arden collection was identified as the ideal solution. Arden offered the perfect balance of style and practicality. The collection features large-format, warm wood-inspired field tiles and coordinating design elements that could achieve the same cohesive aesthetic that had been envisioned.

To make the process seamless, our team ensured that samples of the Arden collection were waiting for the designer upon her return from vacation. This allowed the project to immediately move forward without losing valuable time. By proactively managing the process, we helped maintain the project timeline and reduce the stress of handling a last-minute product change.

## RESULTS

This project highlights Creative Materials' commitment to supporting designers at every stage of the process, providing fast, thoughtful, and dependable solutions when unexpected challenges arise. Through our quick response and collaborative approach, the designer was able to confidently pivot to a new solution without compromising the original design goals. The Arden collection not only matched the performance and aesthetic qualities of the discontinued product but also provided the peace of mind needed to keep the project on track.

**"I was delighted to have Creative Materials' assistance in locating the perfect wood aesthetic porcelain flooring that best matched the originally specified materials. It not only matched our design aesthetic, it fell within budget, which was critical since the project was already over budget. We as designers, the client, and end-users are so happy with the final outcome."**

~Beth Smithson, Scopo Design LLC

