

ABOUT CUSTOMER

CUSTOMER SINCE:

July 1983

LOCATION:

Oregon

OPERATION SIZE:

320 Beds

COMPUTRITION SOLUTIONS:

- Nutrition Care Management Select
- Foodservice Operations Management Select
- Room Service Connect
- HL7 ADT/DO Multi-Site Interface
- Tray InMotion Elite
- Epic TouchPoint Dining

PILLARS OF AUTOMATION:



Operational Efficiency



Human Satisfaction



Risk Reduction



Budget Protection

INTRODUCTION

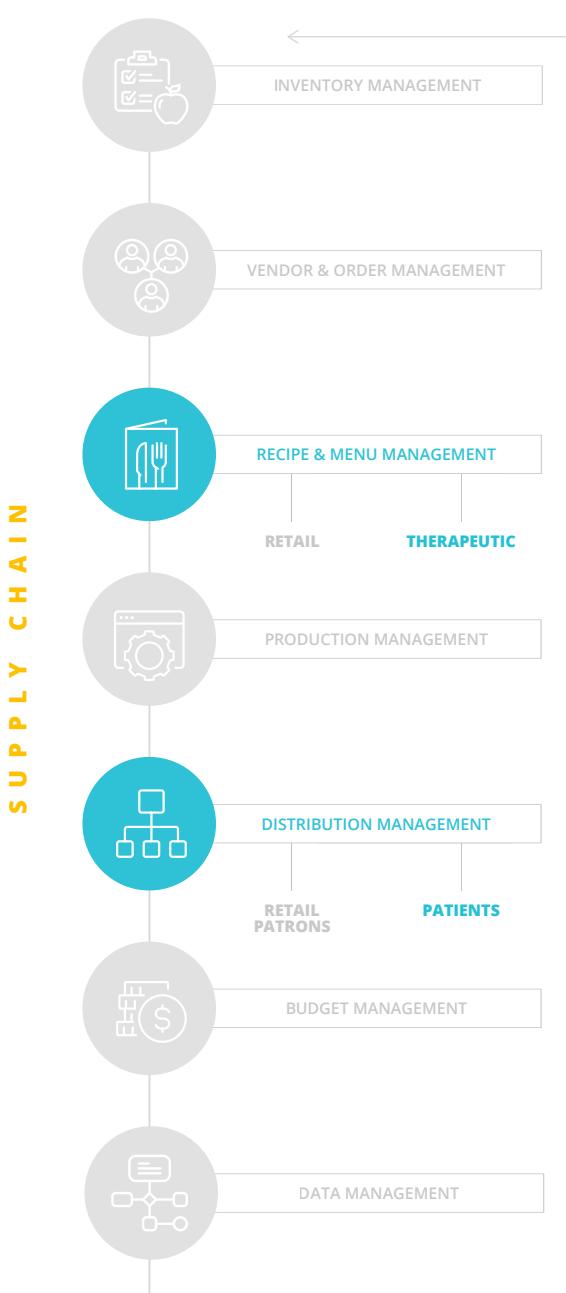
Providence St. Joseph Health (PSJH) in Oregon is a not-for-profit network of hospitals with multi-site facilities spread all throughout the state of Oregon. It is a part of the greater PSJH, which expands to Alaska, Washington, Oregon, Montana, and California. Since partnering with Computrition in July of 1983, PSJH has integrated the latest foodservice technologies in both the production and diet office units. Taking into account that Room Service has now become the standard in the healthcare foodservice industry, PSJH of Oregon has successfully implemented Hospitality Suite's (HS) Room Service program at a total of 7 hospitals and healthcare sites in a span of 5 years.

The progression of Room Service implementations began at several small acute care sites (Providence Milwaukie), then moved ahead to mid-size hospitals (Providence Medford), long-term care nursing centers (Providence Benedictine), and finally to larger hospitals (Providence Portland). In 2011, the latest hospital (Providence Willamette Falls Medical Center) joined the rest of the PSJH family of facilities to support the health-conscious dining and wellness objective that Providence customers have come to expect.

MENU ENHANCEMENTS

Prior to the Room Service program, PSJH used a traditional food service model with a basic trayline and published menus. Transitioning to Room Service produced a major shift in daily operations:

- Created menus with **shortcut features** for staff to enter patient menu selections more easily
- Utilizing a **1-day menu cycle**, PSJH offers 3 standard meals and snacks per day with planned service times that range from **6:30 a.m. to midnight**. With the software, the options for alternate menu selections help avoid manual addition of menu items upon a patient's request
- Formatted menus to accommodate patients that require published menus. By revising menu item descriptions for entrée selections, **published menus became more concise**, increasing space for additional menu items
- Updated Room Service menus to offer extra food items, emphasizing greater flexibility and interplay of menu components. A combination of Northwest dining regional options, along with increased health-conscious selections, has helped to create a **pleasing and market-driven menu**. With HS, the foodservice teams at PSJH can easily modify menus to stay current with new menu trends and support the need for continuous diversity and freshness of menu concepts



ROOM SERVICE ADMINISTRATION

At Providence Medford, certain units are required to have food orders processed in advance. The Room Service In-Advance Manager solution gave them the capability to pre-order food for later delivery. Additionally, PSJH adequately maintains a master data set of items, ingredients and recipes for all sites, for both patient and retail food services. Data entry is controlled "at the top" by a team of trained experts and then shared with all user sites. As a result, the level of consistency and accuracy of data remains high.

INTEGRATION

PSJH has found that the beauty of Room Service operations lies in its flexibility and adaptability. As soon as a site is ready to implement a component of the application, immediate integration with other system functionality is possible. Each site is capable of receiving unique Room Service benefits while still adhering to sitespecific standards and methods. Additionally, PSJH uses both an ADT and a Diet Order interface, connecting Horizon Clinical's Star/HBO to Computrition's HS. As a result, only minimal manual data entry is needed at the patient level.

TRAY TICKETING

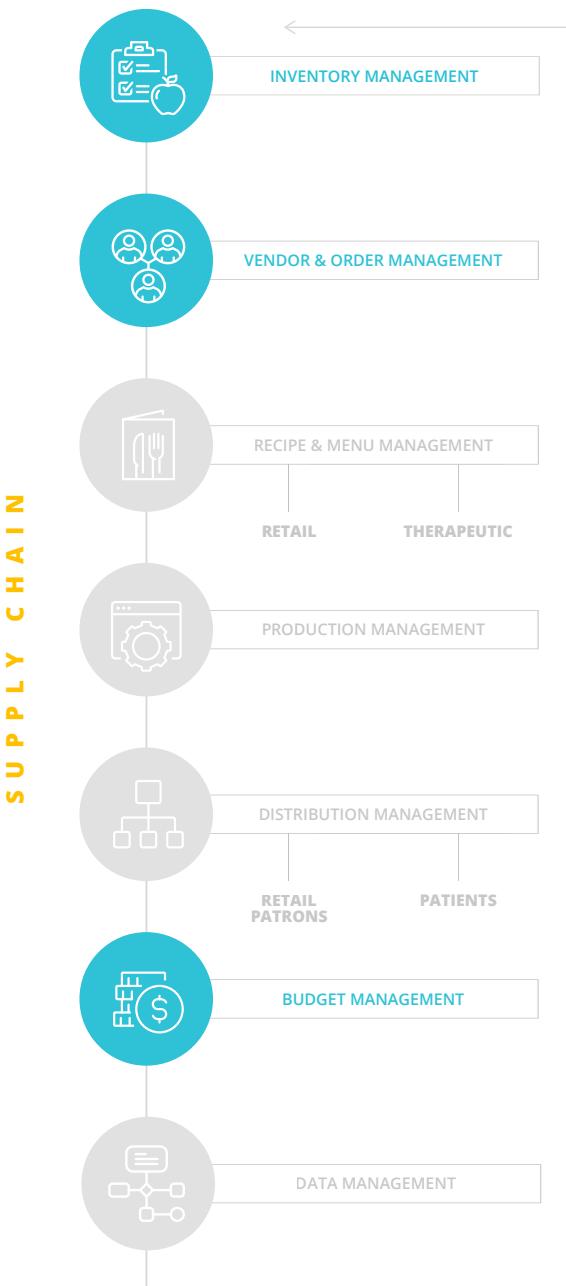
In order to facilitate ease of operations for patient food production lines and Room Service delivery areas, a combination of both kitchen tickets and tray tickets at peak tray production times are utilized. The pre-printed tray tickets allow non-Room Service rooms to be cared for in an orderly fashion, while still allowing the use of kitchen tickets and Room Service operations to flow normally.

CALL CENTER

The effectiveness of menus and improvement in the order selection process helped reduce the duration of calls in the Call Center. Within a 3-month period of fully training staff on the Room Service program at Providence Milwaukee, the Call Center expedited their rate of service to approximately one minute per patient food order.

PATIENT SATISFACTION SCORES

In July of 2005, PSJH's Press Ganey scores were at **47%**. Upon implementing the Room Service program, scores immediately raised to the **70th- 80th percentiles**. Within 2 years of operation, patient scores soared to the **95th percentile**.



AUTOMATED PRICING

Regular automated price updates for major vendors assure that menu costing and recipe pricing remain current and competitive, serving to capture accurate operating costs. Having up-to-date internal pricing and billing to other departments gives PSJH the ability to administer flex pricing as needed and in conjunction with market fluctuations.

PRODUCT UTILIZATION

Given that fresher ingredient components could be used, product utilization on the assembly lines increased dramatically. Menus were written with a "mix-and-match" approach, allowing true customization of a patient's orders. Consequently, a reduction in product costs across multiple kitchens was achieved. With the Farmer's Market concept becoming more popular, PSJH now has the capability to track the costs, usage, and effectiveness of produce purchases for the annual Produce Markets campaigns at several retail sites across the Portland service area. Additionally, improvements in the kitchen production lines made way for numerous hot and cold food stations.

REPORTING

With improved reporting capabilities, PSJH achieved a more productive daily workflow. The Call Center staff has the ability to print Meal Service reports at the end of each meal period to ensure that all patients have called in menu selections. Special Services reports are also utilized to identify patients that need assistance with their menus. With the convenience of up-to-date floor stock reports for deliveries, each unit's management staff has access to product delivery details. Daily review of floor stock requisitions and deliveries permit immediate revisions on a regular basis.

NUTRITIONAL ANALYSIS

As the need for transparency in retail product nutritional analysis becomes more prevalent, PSJH strives to position each retail site for success. Providing recipe nutritional analysis information and nutrient label displays for various sections of retail establishments, PSJH continues to meet customer demand for full disclosure. With HS, tracking retail products and their connection to common allergies and food preferences is made possible.

COST + WASTE REDUCTION

Overall, PSJH achieved an approximate **reduction of 15-20% in food costs**. A study performed during a 6-month period, before and after the implementation of Room Service, revealed that the average amount of food consumption grew from 65.6% to 74.2%, **eliminating food waste by 8.6%**. In addition, PSJH has successfully joined forces between the Room Service program and LeanPath's Valu-Waste solution. Valu-Waste effectively works in conjunction with the advanced production review feature in HS to review and record amounts of product waste, minimize overproduction, and reduce subsequent future product waste.

INVENTORY CONTROL + LABOR

With HS, better utilization of labor accomplished flexible scheduling, and an accurate inventory brought forth a maximization of departmental inventory control across the region. HS also assisted with region-wide item consolidation projects, helping to control costs and further emphasize use of food and stock items from contractual agreements. By instituting a process for decentralized floor stock requisitions and oversight at Providence Portland Medical Center and Providence St. Vincent Medical Center, unit staff continue to maintain minimum floor stock levels and effectively reduce overall inventory costs hospital-wide. An improved management of stock requisitions developed more precise pricing updates and billing to each unit.

ONGOING TRAINING

PSJH offers regular internal HS training and support via Cisco MeetingPlace video conferencing for staff located regionally and state-wide. This facilitates "spot-training" of various functionality within HS to the varied base of user sites. On a monthly basis, Providence sites offer mini-presentations on various components within HS to all sites across the region to help system users stay current on functionality and trends.



ABOUT US

Since its inception in 1980, Computrition's core objective has been to provide industry-leading, comprehensive software solutions to support food and nutrition professionals and to promote the quality, efficiency, and safety of their operations in the healthcare industry.

Our flagship solution, **Hospitality Suite**, is a powerful automation system that customers are using to decrease costs, improve revenue, and increase patient satisfaction.

Computrition is based out of Los Angeles, California, with satellite offices throughout the United States and Canada. We are composed of dietitians, former foodservice directors, IT professionals, and former clients who understand the needs of our customer base. In short, we know what you are looking for in a healthcare foodservice software system because we are a company of professionals *who are just like you*.

WE OFFER AUTOMATED SOLUTIONS FOR THE FOLLOWING:

- Foodservice
- Nutrition Services
- Point-of-Sale
- Room Service
- Tray Tracking
- Floor Stocking
- Food Labeling
- Data Management
- Touch Screen Menu Selections
- Bedside Meal Ordering
via Mobile Device or In-Room Monitor
- Call Center
- Employee Account Management
- Mobile Menus
- Retail Meal Ordering
- Customer Loyalty Rewards

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