

**ABOUT**  
CUSTOMER

**CUSTOMER SINCE:**  
March 2006

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**LOCATION:**  
Chapel Hill, NC

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**OPERATION SIZE:**  
805 Beds

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**COMPUTRITION SOLUTIONS:**

- Foodservice Operations Management
- Nutrition Care Management
- HL7 ADT/DO Interface
- Nutrition Food Labeling
- EasyTouch Menu Selections
- iTIM
- Room Service
- Mobile Menus

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**PILLARS OF AUTOMATION:**



Operational Efficiency



Human Satisfaction



Risk Reduction



Budget Protection

**INTRODUCTION**

The University of North Carolina (UNC) Health is a not-for-profit integrated health care system based in Chapel Hill. Comprising of 805 beds total, the five facilities at this location include: North Carolina Cancer Hospital, North Carolina Children’s Hospital, North Carolina Memorial Hospital, North Carolina Neurosciences Hospital and North Carolina Women’s Hospital.

UNC Health system also comprises of the following state-of-the-art facilities located throughout the state of North Carolina: Rex Healthcare, Chatham Hospital, Pardee Hospital, High Point Regional Health, Caldwell Memorial Hospital, Johnston Health, and Nash Health Care.

Aside from providing clinical excellence in patient care, UNC Health is dedicated to continually cultivating quality and safety by way of Lean Six Sigma Improvement. In their effort to uphold measurable accountability through information technology, UNC Health has successfully confirmed their use of an electronic health record (EHR) system.

**FOOD & NUTRITION SERVICES**

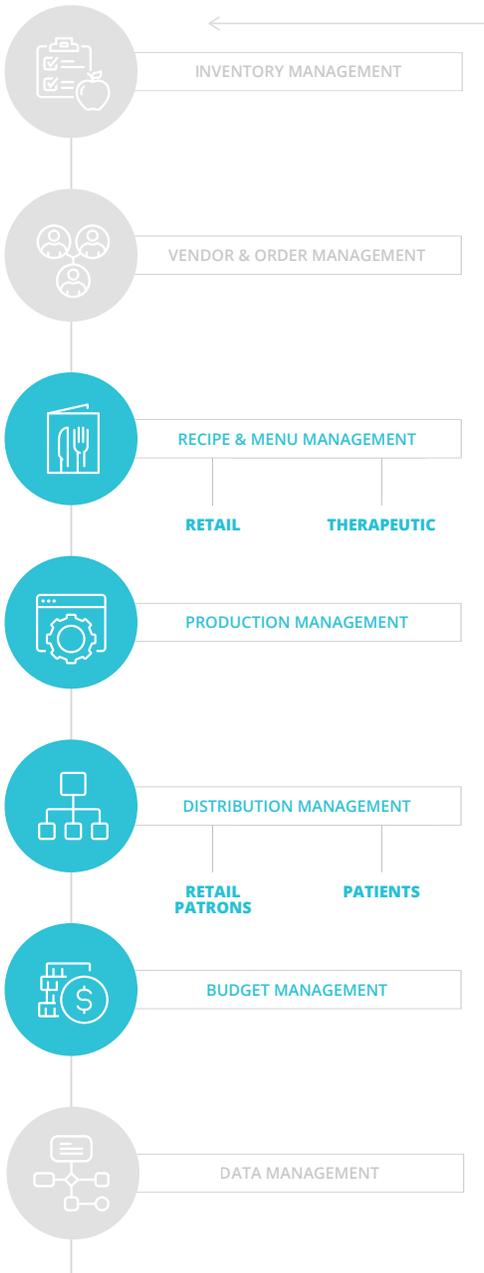
Taking into consideration that over 2,000 patient meals are served daily, Food & Nutrition Services plays a big part in the patient’s overall experience when admitted to a UNC Hospital.

UNC implemented Hospitality Suite in 2007 – consisting of the Nutrition Care Management and Foodservice Operations Management modules – and with the support of this advanced technology, UNC laid a foundation to launch their new initiatives. In an effort to accommodate meals for both patients and non-patients, they implemented Computrition’s Room Service solution to manage their Restaurant Delivery program. Additionally, UNC has integrated several additional modules such as EasyTouch Menu Selections, Tray InMotion, Web Menus, and Nutrition Food Labeling in order to perform at the most highest level of quality and efficiency.

The UNC team believe that food service can impact patient satisfaction by helping to reduce the average patient stay and can even assist with a patient’s overall healing. By implementing Hospitality Suite, they are better equipped to oversee the daily administration of food and in critical instances when patients have special diets due to medical conditions or who have food allergies. Consequently, healthcare foodservice automation is assisting UNC to streamline their processes, sustain food safety and raise the standard of patient satisfaction.



SUPPLY CHAIN



## CALL CENTER TELEWORKERS

In UNC Healthcare’s centralized call center, Hospitality Suite has enabled the employment of foodservice teleworkers who work remotely from personal office locations. The teleworkers guide patients through their menu selections to parallel the diet clerks’ process on-site. With this addition, **individual employee productivity has risen to 95%**, and the patient and nursing phone wait times have decreased. The system’s average wait time for patients is now 45 seconds, and the average wait time for nurses is now 30 seconds.

## RESTAURANT DELIVERY PROGRAM

Designed to broaden the standard Room Service model and offer patients, staff and visitors the variety that they would receive at a restaurant, the Restaurant Delivery program was established. This program produces meals from 20 different self-branded retail concepts and accommodates UNC’s “12-hour (7am to 7pm) serving period.”<sup>1</sup> Since automating their department with the Room Service software, the UNC team was able to develop a versatile menu and utilize the same labor and production from a central kitchen to prepare meals for both their retail venues and their patient population. From a production standpoint, having the ability to analyze recipes and nutritional values has helped Food & Nutrition Services to continuously adjust recipes and make sure they meet standards.

## TRACKING TRAYS

With UNC Health being such a large system, tracking patient trays is crucial in helping to reduce food cost and uphold patient safety. By using the Tray InMotion module, UNC can track the progress of patient trays and ensure they are delivered within a “strict **45-minute time window**.”<sup>1</sup> With this module, patient trays are “scrupulously tracked through bar codes affixed to each tray.”<sup>1</sup> As a result of the accuracy, UNC attests this system has more than paid for itself since implementation by reducing the amount of trays lost and reordered.

UNC improved their guest tray program by accepting credit cards as a form of payment. With this enhancement, UNC can now offer patient’s guests meals from the Restaurant Delivery program and even have the ability to accommodate individuals with special diets and allergies. This program has **increased guest trays from \$600 per year to more than \$120,000!**

“  
**Decreased food cost by more than \$400,000 in the first year of implementation.**  
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## DIGITAL MENU BOARDS

UNC’s Food & Nutrition Services team conducted the implementation and design work for their in-house digital menu boards and has successfully interfaced these boards with their Hospitality Suite system in order to capture and display the nutritional information of food. As a result of this integration, UNC has the ability to maintain control and routinely customize data.

## WEB MENUS

By using Web Menus at retail venues, UNC Health provides both patrons and patients the convenience of accessing menus for their wide-ranging venues. Additionally, being able to look over food options and compare different selections can stimulate growth for healthy food choices.

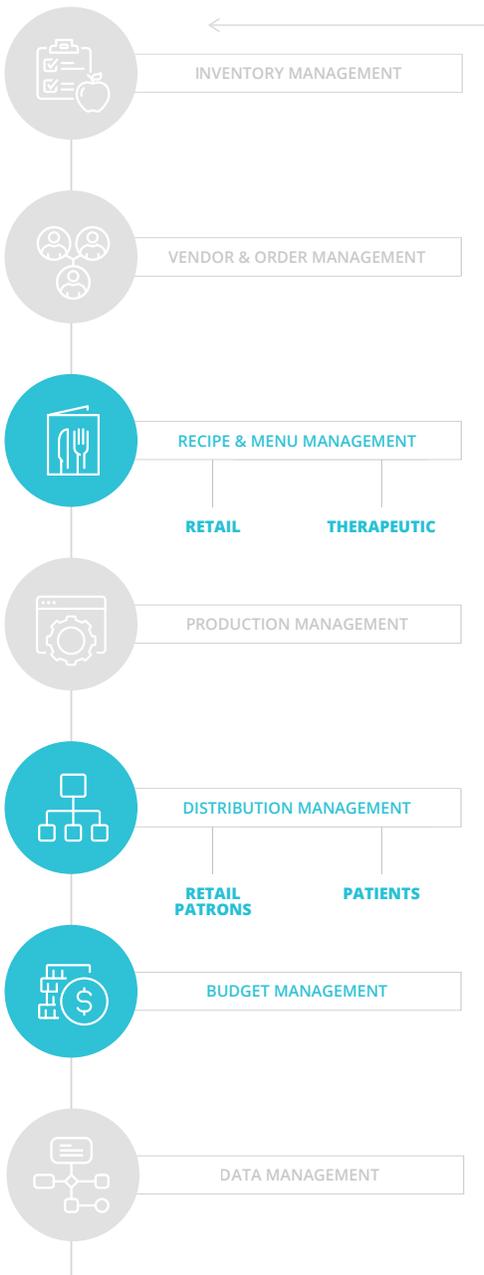
## POST ROOM SERVICE BENEFITS

- Decreased food cost by **more than \$400,000** in the first year of implementation.
- The popularity of new retail concepts has produced a **sales increase from \$4,200,000 to over \$10,000,000**.
- Rise in guest trays to 17,510 annually, generating **increased revenue of \$122,570**.
- The level of quality and range of selection allows UNC to consistently maintain patient satisfaction scores relative to food in the **99<sup>th</sup> percentile**.

## SYSTEM-WIDE BENEFITS

UNC’s partnership with Computrition continues to produce system-wide benefits as new facilities are added. Maintaining the integrity of the Restaurant Delivery program posed a challenge for UNC’s Food & Nutrition team during the debut of their latest facility at High Point Regional Hospital. However, with the introduction of the Merge feature UNC was able to create a “parent” database and have multiple “children” that can all access recipes from the “parent.” Additionally, unique recipes can also be created for a particular facility as necessary. As a result of this capability, UNC was able to launch the Restaurant Delivery program at High Point Regional Hospital and is confident to do so again in the future as their system grows. Within two weeks after the launch, Press Ganey scores for patient satisfaction on overall meals skyrocketed **from the 29<sup>th</sup> percentile to the 98<sup>th</sup> percentile!**

SUPPLY CHAIN



## UNC'S HONOR ROLL

UNC Healthcare has maintained a strong track record for its dedication to quality patient care. The following are just a few noteworthy honors they have been recognized for in recent years:

- **2010:** Community Value Leadership Award by Cleverley + Associates
- **2010:** American Culinary Federation – Gold Medal “Cut to the Core” Culinary Competition
- **2011:** The Leapfrog Group Top Hospital for patient safety and quality
- **2011:** Association of Health Care Food Service – Partnership in Leadership Award
- **2012:** National Restaurant Association – Operator Innovations Award
- **2012:** Food Service Director – Food Service Director of the Year
- **2012:** Food Management – Best Concepts Award
- **2012-13:** America’s Best Hospitals by U.S. News & World Report
- **2013:** International Food Manufacturers Association – Silver Plate Award
- **2013:** Association of Health Care Food Service – Spotlight Award
- **2013:** Culinary Institute of America – Goldie Award
- **2014:** National Restaurant Association – Operator Innovations Award for menu development
- **2014:** First place winner of Computrition’s Prodigy Award

## REFERENCES

1

Buzalka, Michael. “Retail Brands Do Double Duty at UNC Health Care.” Food Management Magazine, 10 January 2013. Web. <<https://www.food-management.com/business-amp-industry/retail-brands-do-double-duty-unc-health-care>>.



## 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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