Case Study
Union Hospital

Room Service System in Healthcare

Union Hospital is a 220-bed acute care facility, rehabilitation center, and long-term care site, based in Terre Haute, Indiana. The team, in an effort to increase patient satisfaction and considering other financial factors, made the decision to move entirely to Room Service for the main patient floors, offer a selected menu for the rehabilitation unit, and provide nursing assistance for meal selection for long-term care residents. Making this transition, along with moving to Computrition’s Hospitality Suite from another operating system, as well as having an extremely tight timeline, proved to be a definitive challenge requiring a most committed team and resources.

Challenges of Transitioning

Union Hospital’s Foodservice Department was faced with several logistical challenges in moving to a hospital-wide room service system. They had to manage and fulfill new staffing requirements, purchase new equipment, develop a new kitchen layout, create new menus, and this was only the beginning! Further, it was imperative that they find a solution capable of rolling diet office, foodservice and production management into one seamlessly integrated, automated system, and be able to do such in less than 6 months, which was not feasible with their previous system. Consequently, the Union team selected Computrition’s Hospitality Suite, a proven solution in the area of patient care technology and the only clinically-based Room Service solution, for assistance in creating a successful transition.

Enhancing Patient Care

The Computrition Hospitality Suite’s array of solutions played a major role in Union Hospital’s ability to make the significant move in meal-service approach from non-select menus to Room Service. With the introduction of SmartSubstitutions functionality, they have reallocated the resources of 1.4 full-time staff members. Through implementation of Nutrition Care Management, Foodservice Operations Management, EasyCheck Menu and Inventory PDA’s, HACCP Management, and Menu Publishing, Union was provided with the tools necessary to effectively manage and safely implement this menu approach to its patients and their guests.

Successful Restructure

Although the transition to Computrition’s Hospitality Suite is relatively new for Union Hospital, beneficial results have already been realized. Food costs have decreased by 10.6% in under 4 months. The Hospital is able to carry less food items, as well as keep tighter inventory controls by maintaining accurate par levels through the use of FOM. Union Hospital looked forward to an increase in patient satisfaction scores in the second quarter of implementation, and achieved an increase in average daily guest tray sales from 5-10 units to 25 per day, adding an increase in sales revenue in the tens of thousands.