



# Case Study

Featuring:  
**Providence Health & Services**

## About

Providence Health & Services in Oregon is a not-for-profit network of hospitals, health plans, physicians, clinics, home health services, and affiliated health services. As part of the greater Providence Health & Services, with services in Alaska, Washington, Oregon, Montana and California, they continue a tradition of caring that the Sisters of Providence began more than 150 years ago.

Providence Health & Services Oregon is a multi-site operation with facilities spread out throughout the state, with sizes varying between 20 and 500 beds. Its partnership with Computrition started in July of 1983. PHS has been integrating the latest technologies, converting their Classic Computrition System to Hospitality Suite for both production and diet office. They also implemented the Room Service module, in answer to the needs of their clientele.

## Nutrition Care Management (NCM) and Room Service:

Providence Milwaukie is the first site within PHS to convert to Hospitality Suite and Room Service. Their average census is normally from 50 to 60 acute care patients. They used to have a traditional food service model (i.e. trayline and published menus distributed to their patients). This transition to Room Service was a major shift in daily operations. Staff re-training happened over a 2-3 month period. In the Room Service spirit, it now takes their staff in the call center approximately one minute to take each patients' food order. Due to the fact they had a linear trayline, existing trayline space was utilized for staging an assembly of Room Service trays. Existing recipes were used with a few more organized for Room Service operations.

*Client Since:*  
July, 1983

*Products Used:*  
Nutrition Care Management® Select,  
Food Operations Management Select,  
HL7/ADT/DO Multi-Site Interface,  
Room Service

## Patient Scores Go Up, Food Cost and Waste Go Down!

The benefits of implementing the Room Service module at their site showed immediately. They started Room Service in July 2005 with Press Ganey scores of 47%. The PG scores went up right away to the 70th-80th percentiles. After 2 years of operating this new service, they are now well above the 90th percentile, achieving the 95th percentile for quarter 2 of 2007.

*Location:*  
Tigard, OR

Here are some of the other benefits they observed:

- Food Cost initially decreased by 50% on juices and milks, with an overall reduction in food costs of approximately 15-20%.
- Food Waste decreased by 8.6%. A study performed on % of food consumed during a 6 month period prior to the Room Service roll out and after revealed that the percentage of food eaten increased after the implementation of Room Service on site. Before room service, the average amounts eaten showed 65.6%, and after room service, the average eaten was 74.2%. Patients were definitely consuming a higher percentage of what they ordered!

## How They Did It!

Product utilization on the assembly lines increased dramatically, since the fresh ingredient components could be used in most of the selections offered. In the new Room Service menus, ingredients on the line were used for everything from fresh pasta dishes to Asian stir-fry options, with meats and sauce choices available for each. Menus were written to allow for a "mix-and-match" approach, allowing for true customization of a patient's orders.

Note that PHS offers the Room Service option to all patients, including clear and full liquid and pureed diets.



Doug Bom and Kirstin Thingvold comprise the implementation team, and their duties include both data building and support. At Providence Health & Services, the role of the computer coordinator consists of oversight and management of computer system in place, while working closely with the Information System and other department management.

In July 2007, Providence Medford (117 beds) joined the Room Service team by going live on the Computrition Room Service module at their site. They were using Computrition text based system until they transitioned to Room Service. They were also the first PHS site to take advantage of the Room Service In-Advance Manager (the component of Hospitality Suite that allows for pre-ordering of foods for later delivery). Certain units call to order foods for the following day's meals, and these orders are entered in the afternoon and/or evening for the following day. This utilizes the In-Advance Manager for assuring that tickets print in advance of when the deliveries are desired. The coordinators incorporated the Computrition processes and reports to use in a nice daily flow and provided the staff with a series of cheat sheets to ensure a smooth transition.

The PHS menus have been formatted to be able to produce a published menu for those patients that require one. Certain units utilize the published menu for making advance orders for food deliveries. Normally, this service is reserved for patients in psychiatric or rehab units, where foods ordered in advance are to be delivered at the same time to the designated units.

As the Room Service menus are quite extensive, it was necessary to avoid using menu item text in Hospitality Suite for entrée selections. This allowed for more items to be displayed on published menus, as additional descriptions were omitted.

They utilize a 1 day menu cycle for their Room Service menu, with no main items defined. They offer 3 meals a day, with planned service from 6:30am to midnight at the larger Portland hospital sites. They have the standard 3 meals and 3 snacks shown in the system. In order to be able to offer Breakfast Items at Lunch or Dinner (and vice versa), the alternate meal's menu selections are displayed at the bottom of each menu. This helps to avoid having to insert menu items when patients request them.

The Call Center receives any number of patient orders throughout the day. The Meal Service report is printed from Hospitality Suite at the end of each meal. This insures that all patients have called to make menu selections. Due to staffing constraints and the availability of numerous retail restaurants, guest trays are rarely offered at this time.

PHS utilizes the Hospitality Suite Tube Feeding module. They also utilize the Special Services reports to identify patients that need assistance with their menus.

PHS has both an ADT and a Diet Order interface, connecting Horizon Clinicals, Star/HBO to Computrition Hospitality Suite. This results in the need for only minimal manual data entry work at the patient level.

### ***Looking to the Future...***

Department management is working closely with the PHS marketing team to develop menus that support regional goals for products sustainability and utilization of the Pacific Northwest suppliers.

The PHS Room Service menus have been created to offer more menu items, emphasizing greater flexibility and interplay of menu components. A combination of Northwest Dining and regional options with an increase of health-conscious selections helped to create a pleasing and market-driven menu. Production lines within the kitchen were enhanced, to allow for production in numerous cold and hot food stations.

They will also add more of the food operation management features, utilizing automatic update of prices and the transmission of orders electronically to their prime vendor (US Food) in the future.