

RxTra

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Dietary Administrative Associate Simon Aquilara discusses menu choices with patient George Gleitman, inputting his meal choices into Hartford Hospital's "Comptrition" system. For more on the Dietary Department's new customer service system, turn to page 6 of this issue.

“Comptrition” — Personal touch to bedside menu

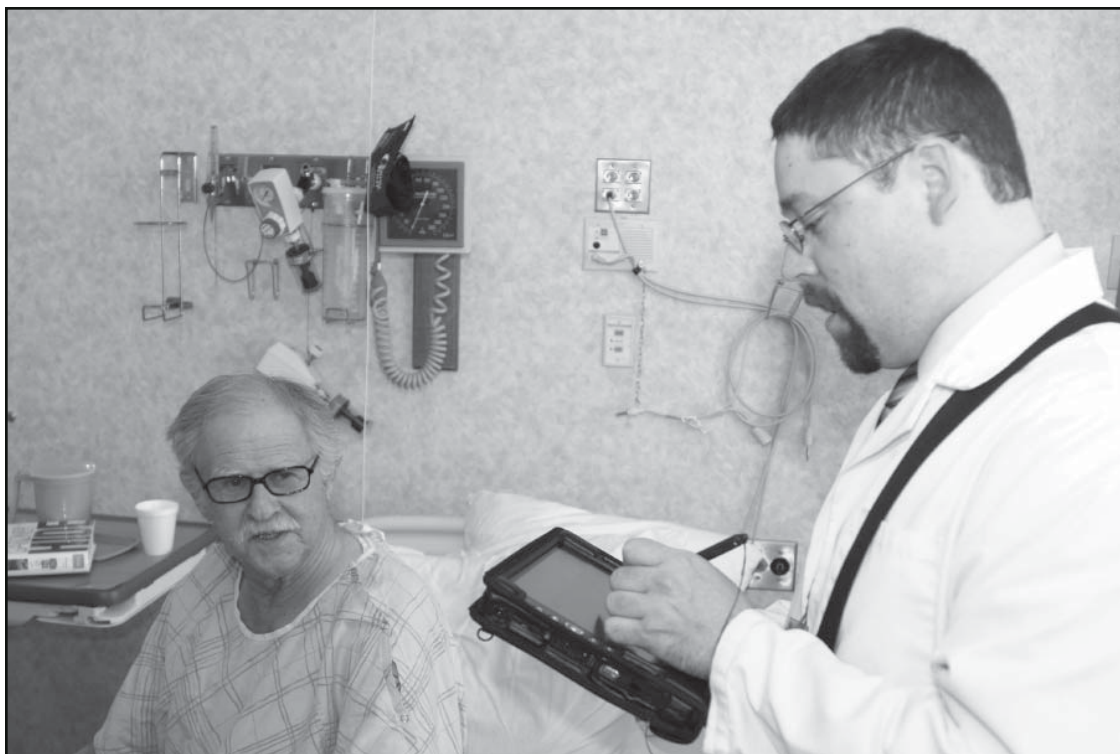
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With the touch of a magnetic pen on a wireless computerized tablet, Hartford Hospital dietitians can enter menu choices at a patient’s bedside, creating a personal relationship with each patient as long as they are guests in the hospital.

“Comptrition,” the newly updated computer system of the Dietary Department, allows dietitians to electronically capture patients’ latest meal choices, monitor diet changes, make the food service delivery system more efficient, and — most of all — be kinder to the environment by generating far less paper.

With Comptrition, dietitians have the ability to send the latest patient meal choices to the main kitchen directly from the patient’s room. The system is much like the “room service” concept among hospitals nationwide, but continues with standard meal times. In a health care facility the size of Hartford Hospital, and with the acuity of care we deliver, the timing of meds and the meal service time remain a very important aspect of patient safety. This is one of the major problems of a “room service” system in many health care facilities.

Each unit will have a designated diet office associate, who will have his or her own wireless tablet to update menu choices. Always immediately available at the touch of their fingertips will be the patients’ latest diet changes, progression of diets, past menu



selections and food preferences, and pertinent medical information. The Comptrition concept will foster a team approach for the patient’s care. Relationships will build with patients and nursing staff, and teamwork will flourish.

During a recent visit to patient George Gleitman’s room on Bliss 8, Dietary Administrative Associate Simon Aquilara found out Mr. Gleitman had preferences for items that otherwise might not have been on a printed menu, but were available in Food & Nutrition Services Department. He was able to accommodate Mr. Gleitman’s wishes, in compliance with his diet, making his stay a little more pleasant. Mr. Gleitman, who came into Hartford Hospital through the Emergency Department, said that, although he had been “in the finest hospitals in New York,” Hartford Hospital’s dietary menu provided “excellent food,” and “outclasses” the New York hospitals.

Above, Administrative Associate Simon Aquilara inputs patient George Gleitman’s menu choices into the Dietary Department’s new “Comptrition” system.

Each diet office associate will be responsible for approximately 80 patients on a day-to-day basis. Seeing the same person each day will help nursing know whom to contact, and who will be the back-up associate.

Comptrition is building on the concept of the patient as the focal point at all times, and will increase patient satisfaction.

Not all units will lend themselves to this concept at the beginning. IOL and all ICUs in the hospital will not be a part of this system, due to the bedside time commitments of associates. Paper menus will still be available for these patients.