Case Study
Geisinger Medical Center

Computrition Solutions:
Food Operations Management, Nutrition Care Management, Wireless Tablets, HL7 Admission Discharge Transfer/Diet Order Interfaces, Merge, Nutrition Food Labeling, PDA’s

Geisinger Testimony:
“As an administrator overseeing 4 foodservice operations, I can say that Computrition’s system has brought our operations process consistency. Information relative to trends, benchmarking, or responding to patient concerns is readily available. We are all being asked to do more, with less. I am convinced Computrition’s integrated software solution allows my team to meet our every day challenges.”

-Bruce Thomas, Associate VP of Guest Services

Customer Since:
June, 2004

Location:
Pennsylvania

Earning a Spot on the President’s Healthcare Honor Roll

Serving a community of over 2 million residents throughout central and northeastern Pennsylvania, Geisinger Medical Center (GMC) is ranked among the Top 100 Hospitals in the nation. GMC is a 485-bed hospital located in Danville, PA and recognized by the American Nurses Credentialing Center’s Magnet Recognition Program® as a magnet hospital for providing successful nursing practices and strategies. Additionally, Geisinger Wyoming Valley (GWV) is a 242-bed hospital located in Wilkes-Barre, PA and Geisinger’s Marworth Alcohol & Chemical Dependency Center is a 91-bed rehab facility located in Waverly, PA. On June 11, 2009 President Barack Obama delivered a national media speech addressing healthcare reform and acknowledged Geisinger Health system as a leader in the healthcare industry by having demonstrated the ability to “offer high-quality care at costs well below average”. GMC isn’t simply a role model in healthcare; it is an exemplar in healthcare foodservices. Accordingly, Computrition awarded GMC as the winner of the 2010 Prodigy Award.

The Need for Change
Prior to implementing Computrition’s Hospitality Suite (HS), GMC administered their foodservice operations by means of a DOS-based system. The switch was prompted by a strong need for a system that offered full integration capabilities, which could be used in all aspects of healthcare foodservices.

Transforming the Process of Foodservices
Organized Work-Flow
With the implementation of HS in 2004, all purchasing, inventory and production was consolidated and managed using FOM. PDA’s were implemented in the inventory process shortly after, allowing the GMC team to calculate an order in minutes and send the order electronically to major food vendors. The NCM implementation followed in 2005, with the addition of PDA’s to the menu selection process. Since then, wireless Computers on Wheels (Cows) were incorporated, allowing menu selection to be gathered in real time. As a result, GMC was able to save valuable time and effort.

Real-Time Accessibility
In order to obtain menu selections and enter floor stock in real time, GMC changed to a Computers–on-Wheels system (Cows). Today, HS is interfaced with GMC’s

“Achieved a cost savings over $200,000 in the first year!”
electronic medical record system, permitting accessibility of diet order information in real time.

**Streamlined Accounting**
The use of COWs was later expanded to enter floor stock in real time. Today, HS is also interfaced with GMC’s electronic medical record system, allowing the automatic and seamless flow of diet orders from the physician to HS.

**Replicating Consistency**
GWV implemented Computrition’s foodservice software solutions immediately after GMC. For consistency, data was merged from GMC to GWV, causing the installation duration at GWV to be significantly less. Today GWV runs all aspects of foodservice through HS. The standards set at GMV for purchasing, inventory control, and patient foodservice are modeled after GMC.

**Improved Management**
In 2006 Geisinger acquired Mercy Hospital in South Wilkes Barre, later named Geisinger South Wilke-Barre (GSWB). Previous to the acquisition, foodservice operations at GSWB were contract managed. With systems in place at both GMC and GWV, the Foodservice team confidently demonstrated they could manage the operations more efficiently than an outside contractor. As a result, the contractor was replaced by HS and assisted GSWB in achieving a cost savings of over $200,000 in the first year.

**Public Health Awareness**
In an effort to elevate the visibility of healthy eating and create a culture that supports healthier food choices, the Foodservice team implemented the Geisinger Healthy Selections program in 2008. HS plays an integral role in this program as all nutrient information is reviewed at the recipe level and subsequently printed out and posted. Retail point-of-sale postings of nutrient information for all items served are critical to the success of this program.

**Diet Office Consolidation**
In 2009 two of Geisinger’s diet offices in the northeast were consolidated into the GWV operations. This consolidation saved the organization over 2.0 FTE’s. At the present, there are plans to consolidate the diet offices of both GWV and GMC into one central diet office, located in an area not contiguous to either facility.

To learn more about Geisinger's Foodservice transformation go to [http://bit.ly/vgbPg3](http://bit.ly/vgbPg3) for further details and videos.