# TouchPoint Dining/Skylight ACCESS at Scottsdale Healthcare: A Case Study

**Q** **What products are required in order to have patient selectable menus on the television in the patients' rooms?**

**A** The user must have the Computrition Hospitality Suite (HS) NCM Select package, the Room Service add-on module AND the TouchPoint Dining XChange Gateway product as well as the Skylight Access Interactive Patient System.

**Q** **Does this system work with any other TV/Entertainment system?**

**A** Yes. Computrition presently works with a variety of TV/Entertainment systems such as LodgeNet.

**Q** **Do I need a specific HIS system?**

**A** No. The Order Entry HIS system must have the ability to send a Room Service Appropriate (RSA) flag as part of their Diet Order message.

**Q** **How does it work?**

**A** Via the Skylight Access system, the patient is given a new button on their screen to access the On-Line Meal Ordering function. When the patient selects this option:

- Skylight checks their database and determines if the patient is "Room-Service Appropriate (RSA)".
- If they are RSA, Skylight sends a patient verification request to the Computrition Hospitality Suite (HS) (via the TouchPoint XChange Gateway).
- Using the Gateway response, Skylight compares the patient information in their system (Patient Name, MRN, and Room) with the information in the Computrition Hospitality Suite.
- If a match is found, the Skylight Access system sends a second request for the patient's menu to the Computrition HS system.
- Hospitality Suite sends the patient menu back to Skylight (minus any items identified as an allergy conflict).
- Using the television remote control, the patient is requested to verify their identity.
- Skylight displays the patient's available menu items on the TV screen, using the Menu Item Name, Menu Item text, and Nutrient Information provided by HS.

- The patient makes their selections by completing a wizard-like set of selections. At any time during the selection process the patient is able to view the nutrient information of an individual recipe and/or the totals of their selections so far.
- When the patient had completed their selections, their request is submitted to the Call Center and their selections are imported into that patient's record in the Hospitality Suite via the TouchPoint Gateway.
- The Call Center is alerted that a Digital Menu Selection has been received. This alert appears on the HS Alert Monitor which is constantly in use in the Call Center.
- A Call Center staff member reviews the patron's menu selections in HS, makes any necessary corrections, and sends the order to be printed in kitchen.

If the patient is not RSA, the patient information does not match between the 2 systems, or any other errors occur, a "Contact the Call Center" message is displayed to the patient.

**Q** **What were the overall project goals?**

**A**

- Reduce the number of calls being taken by the Call Center by 30%. This minimizes call queue wait times, eliminates busy signals, allows the patient to receive their meals more quickly, minimizes call center staffing, allowing for reduction or re-allocation of FTE's.
- To improve patient satisfaction scores.
- To empower patients to control their meal ordering routine.
- To provide a meal ordering alternative for the language impaired patient.

**Q** **How many patients are actually using this TV selection system instead of calling the Call Center?**

**A** At present, approximately 10-15% of the patients use the Skylight ACCESS system to order their meals. We expect this participation to increase as more patients and staff become familiar with the new process.

**Q** **How many Call Center FTE's do you plan to save/reallocate as a result of implementing this system?**

**A** A typical dining call center model requires one operator for every 50-75 meals served, depending upon menu complexity. Our staffing is 1.2 FTE's less than the typical dining call center model. At full implementation of 30% participation, call center staffing savings will be 2.5 FTE's less than the typical model.

**Q** **Can I show pictures of my food items on the TV?**

**A** At present, Skylight can display one picture per Publishing Group (Entrees, Sides, Desserts, etc.).

**Q** **Which nutrients display on the TVs for recipes and meal totals?**

**A** This is totally configurable by the user. SHC displays 6 nutrients (Calories, Protein, Fat, Carbs, Sodium, and Cholesterol).

**Q** **Can I restrict how many selections a patient can make?**

**A** Yes. In HS, each Publishing Group table entry may be assigned a maximum number of selections, and this is enforced in the Skylight user interface displayed on the TVs. For example, a patient may be restricted to select only ONE Entrée, but an unlimited number of Sides or Beverages.



For more information, call **Computrition** at **(800) 222-4488** or **Skylight Healthcare Systems** at **(866) 620-2273**.

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