CARILION
CLINIC

ABOUT
CUSTOMER

CUSTOMER SINCE:
July 2004

LOCATION:
Roanoke, VA

OPERATION SIZE:
703 Beds

COMPUTRITION SOLUTIONS:
• **Foodservice Operations Management Select**
• **Nutrition Care Management Select**
• **HL7 ADT/ DO Interface**
• **Merge**

PILLARS OF AUTOMATION:

Operational Efficiency

Human Satisfaction

Risk Reduction

Budget Protection

HEALTHCARE FOODSERVICES, REVIVED

Carilion Clinic is a healthcare organization with more than 600 physicians in a multispecialty group practice and eight not-for-profit hospitals. Specializing in patient-centered care, medical education, and clinical research, Carilion Clinic's goal is to provide the best possible health outcome and healthcare experience for each patient.
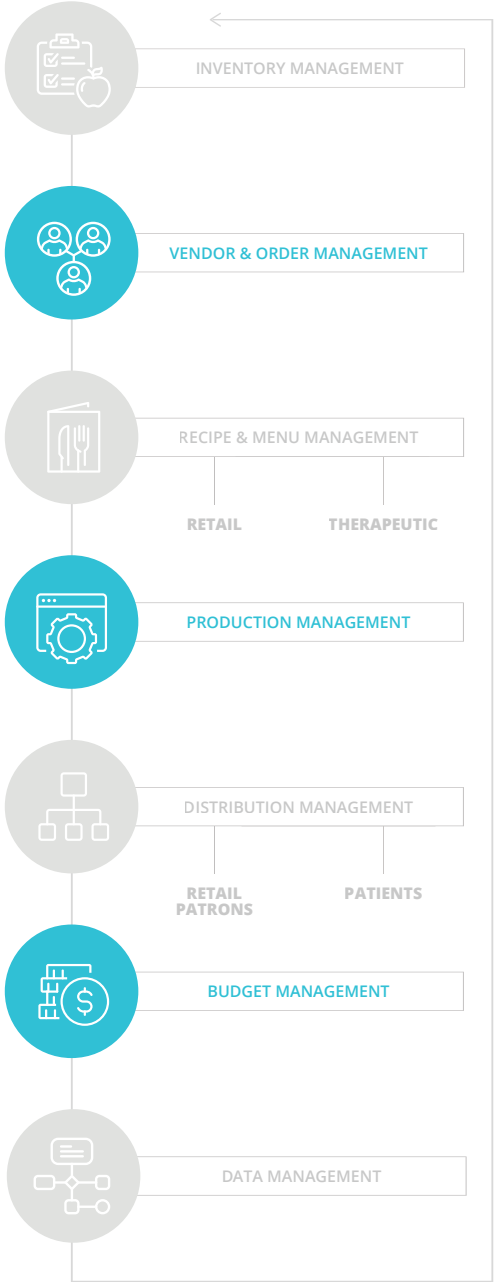
AN AILING FOODSERVICE OPERATION

The department of Dining and Nutrition Services at Carilion Clinic is responsible for serving approximately 940,000 meals annually to patients in the 800+ bed Trauma I hospital and 60 bed Behavioral Health Center located in Roanoke, Virginia. An off-site central production facility produces the majority of these meals. Prior to purchasing Computrition's software in July of 2004, Carilion Clinic was challenged by the need to have easily accessible patient nutrition information that is accurate, complete and up-to-date. Patient likes, dislikes and allergen information, along with diet-specific patient needs were of particular concern. Menu planning was another concern among various sites with different patient populations and needs. In 2008-2009, Carilion Clinic had a very delicate project at hand: to precisely integrate Computrition's system with Epic's electronic medical record (EMR) system.

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SUPPLY CHAIN

- INVENTORY MANAGEMENT
- VENDOR & ORDER MANAGEMENT
- RECIPE & MENU MANAGEMENT
  - RETAIL   THERAPEUTIC
- PRODUCTION MANAGEMENT
- DISTRIBUTION MANAGEMENT
  - RETAIL PATRONS   PATIENTS
- BUDGET MANAGEMENT
- DATA MANAGEMENT

COMPUTRITION'S REMEDY

After the implementation of Computrition's Nutrition Care and Foodservice Operations Management modules, Carilion Clinic was able to organize and populate all of their data in a convenient and concise location which streamlined their entire food service process. Manual processes that used to take hours of valuable time were reduced to minutes with the SmartSubs-Select and Correct menu features. Patient rosters that provide census and diet order information are now promptly generated, making tray preparation much faster and more precise. Both modules have helped to simplify the Customer Care Center responsibilities, allowing more face time with patients and a greater focus on customer service. Receiving automatic notifications of all diet order changes and dietary message orders has been an immense time saver for the Customer Care Center. Lastly, the integration of Computrition and Epic was a smooth endeavor that has led to a successfully unified working relationship between the two systems.

> "...modules have helped to simplify the Customer Care Center responsibilities, allowing more face time with patients and a greater focus on customer service."

FEATURED BENEFITS

INSTITUTED
system-wide standardized recipes

STREAMLINED
complex multi-site foodservice operations

INCREASED
patient safety through automated dietary restriction, allergy, and diet order features

INTEGRATED
Computrition and Epic successfully

TRACKED AND MANAGED
patient likes, dislikes, and preferences more accurately, leading to higher patient satisfaction scores

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ABOUT US

Since its inception in 1980, Computrition's core objective has been to provide industry-leading, comprehensive software solutions to support food and nutrition professionals and to promote the quality, efficiency, and safety of their operations in the healthcare industry.

Our flagship solution, **Hospitality Suite**, is a powerful automation system that customers are using to decrease costs, improve revenue, and increase patient satisfaction.

Computrition is based out of Los Angeles, California, with satellite offices throughout the United States and Canada. We are composed of dietitians, former foodservice directors, IT professionals, and former clients who understand the needs of our customer base. In short, we know what you are looking for in a healthcare foodservice software system because we are a company of professionals *who are just like you*.

WE OFFER AUTOMATED SOLUTIONS FOR THE FOLLOWING:

- Foodservice
- Nutrition Services
- Point-of-Sale
- Room Service
- Tray Tracking
- Floor Stocking
- Food Labeling
- Data Management

- Touch Screen Menu Selections
- Bedside Meal Ordering
  via Mobile Device or In-Room Monitor
- Call Center
- Employee Account Management
- Mobile Menus
- Retail Meal Ordering
- Customer Loyalty Rewards

BE A FOOD SERVICE HERO

WWW.COMPUTRITION.COM

(800) 222-4488

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