

**ABOUT**  
CUSTOMER

**CUSTOMER SINCE:**

May 2010

**LOCATION:**

Springfield, MO

**OPERATION SIZE:**

954 Beds

**COMPUTRITION SOLUTIONS:**

- SuitePoint! Point-of-Sale
- Foodservice Operations Management Select
- Nutrition Care Management Select
- EasyTouch Menu Selections
- HL7 ADT/DO Interface
- XChange Gateway

**PILLARS OF AUTOMATION:**



Operational Efficiency



Human Satisfaction



Risk Reduction



Budget Protection

**INTRODUCTION**

A prominent not-for-profit health system in Missouri, CoxHealth consists of five hospitals with a broad spectrum of medical facilities and clinics throughout the region. As a locally owned organization, CoxHealth serves 24 counties and comprehensively provides 954 licensed beds. Offering the latest in medical technology and services, CoxHealth was recognized by U.S. News & World Report's as a Best Regional Hospital in 2012-13 and 2013-14 for its high performance in various specialties, and it was named the IMS Health Top 100 Integrated Healthcare Networks seven consecutive years.

Since partnering with Computrition in 2010, CoxHealth has automated critical diet office functions with Nutrition Care Management, along with electronically managing menus, recipes and inventory by way of Foodservice Operations Management. Aside from enhancing their nutrition and foodservice processes, CoxHealth implemented the SuitePoint! Point-of-Sale (POS) solution to help improve their retail operations.

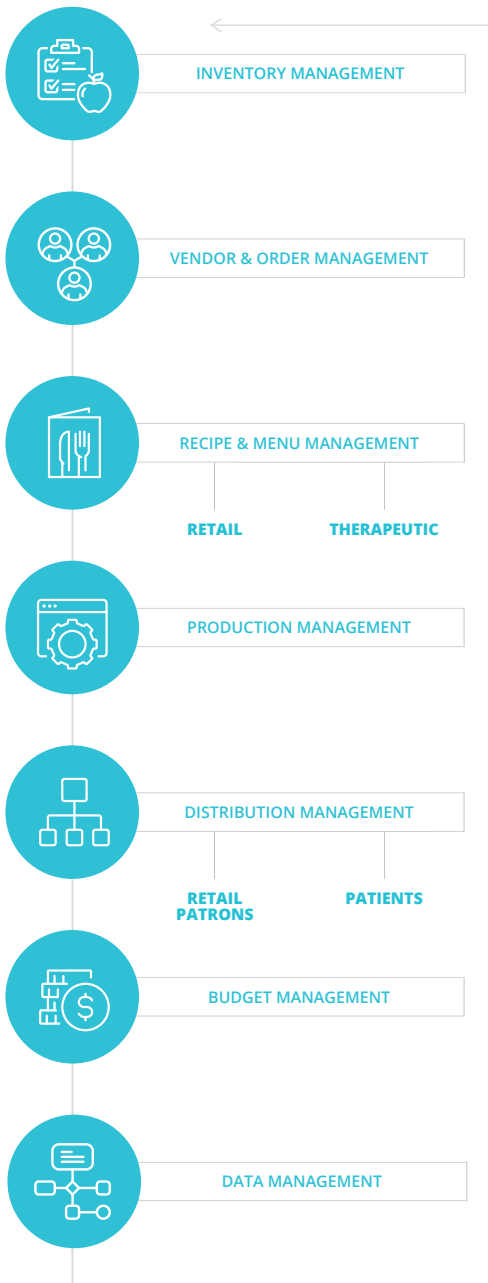
**A JOURNEY WITH POS AUTOMATION**

Formerly, CoxHealth operated proprietary software using electronic cash register systems. However, the outcome of an internal audit conducted by CoxHealth's Audit and Compliance team uncovered the following critical operational deficiencies:

- ⊘ **UNTRACEABLE**  
sales records
- ⊘ **OUTDATED**  
cash handling processes
- ⊘ **CONVOLUTED**  
and incomprehensible reports
- ⊘ **INADEQUATE**  
paper tracking and manual calculations



SUPPLY CHAIN



## A JOURNEY WITH POS AUTOMATION *(continued)*

Reconciling for audit compliance was a challenging task, as staff could not explain discrepancies, leaving them vulnerable to potential liability concerns. Ashley Howard (Office Manager of Food & Nutrition Services) and her team needed a robust system that could generate real-time data, integrate with a payroll deduction system, and – most importantly – recognize fraud.

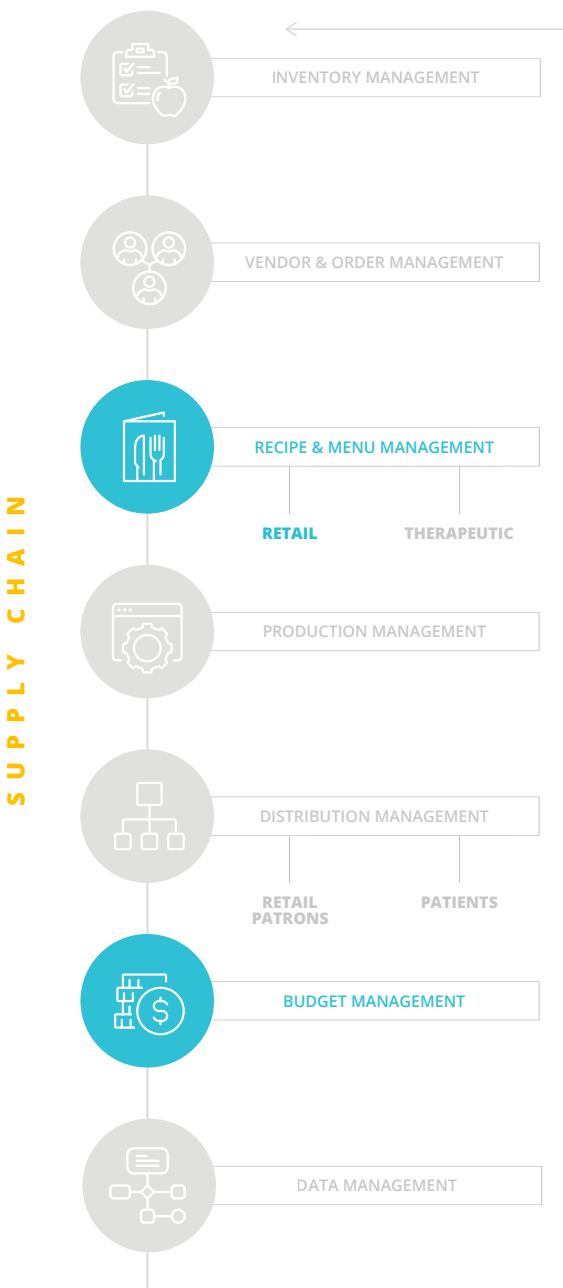
To transform retail processes, Cox made the decision to cross the threshold from electronic to digital with the SuitePoint! Point-of-Sale solution. This change advanced from getting approval to purchasing the solution to full implementation. The process transpired over a productive period of eight months, as nine point-of-sale registers with touchscreen monitors were installed, software was configured, and cashier staff was trained. With the help of the Computrition POS team, Chris Malas (Senior Application Consultant at CoxHealth) and his staff were able to modify menus and transfer information between the POS and payroll systems with ease, along with setting up price items, coupons, and discounts. Additionally, hands-on training with their new POS system was provided during the weekend and non-peak periods. With the new SuitePoint! Point-of-Sale solution, significant improvements have been made at CoxHealth.

## REGISTER REPORTING PERKS

- Properly reconcile deposits to sales
- Pinpoint any discrepancies
- Identify hot selling items
- Determine optimal items to pair

## ONGOING ADVANCEMENTS

In having the advantage to integrate SuitePoint! Point-of-Sale with Hospitality Suite, CoxHealth has ongoing plans to further improve their processes. Some objectives include advancing how they forecast their 6-week menu cycle and utilizing pull sheets in their day-to-day retail operations.



## OPERATIONAL BENEFITS OF POS AUTOMATION

- Integration capabilities with the FOM back-of-the-house solution leverages post-meal counts for **improved forecasting and production**
- Integration with digital menu boards generates **increased consumer interest to retail outlets**
- Interfaces with HR and Accounting departments to **easily export employee data** to support payroll deduction process
- Sharing one database server for both Hospitality Suite and SuitePoint! POS **eliminates the need for 2 separate Oracle servers**, making it easier for the IT group to maintain
- Enables campus retail outlets to **accept all methods of payment** such as cash, credit, declining balance, employee payroll deduction and discounts
- Provides **automatic accessibility** to retrieve past data and transaction verification for audits
- Standardized cash handling processes across all campuses **improves system-wide consistency**
- Offers capability to quantify salad bar items by weight to **more accurately track purchases**
- Efficient means of administering menu updates in real-time helps **maintain frequent changes and decreases potential revenue loss**

## PAYROLL DEDUCTION ADVANTAGES

- Offer staff payroll deduction via employee badges
- Convenient bi-weekly deduction of meal expenses from paychecks
- Maintain consumer retention for on-campus dining
- Growth in average meal purchases
- Increased overall retail revenue
- Streamlined cafeteria lines



## 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

Visit our website to find more resources:

SOLUTIONS

CASE STUDIES

E-BOOKS

BOOK A DEMO