DARTMOUTH-HITCHCOCK
MEDICAL CENTER

ABOUT
CUSTOMER

CUSTOMER SINCE:
October 1993

LOCATION:
Lebanon, NH

OPERATION SIZE:
379 Beds

COMPUTRITION SOLUTIONS:
- **Foodservice Operations Management Select**
- **Nutrition Care Management Select**
- **HL7 ADT/DO Interface**
- **Room Service Connect**

PILLARS OF AUTOMATION:

Operational Efficiency

Human Satisfaction

Risk Reduction

Budget Protection

INCREASING PATIENT SATISFACTION BY IMPLEMENTING THE LATEST TECHNOLOGIES

Dartmouth-Hitchcock Medical Center (DHMC) is New Hampshire's only academic medical center. Internationally renowned, nationally ranked, and regionally respected, DHMC integrates high-quality patient care, advanced medical education, and translational research to provide a full spectrum of health care.

DHMC is located in the heart of the Upper Connecticut River Valley, in Lebanon, New Hampshire. The food and nutrition department chose Computrition as its partner back in 1993 to help provide the highest quality food and services to its near 400 patient population. DHMC has been integrating the latest technologies, converting their Classic Computrition System to Hospitality Suite for production and diet office with wireless laptops, while recently adding room service for their pediatric population.

DHMC FOODSERVICE OBJECTIVES

- Increase patient satisfaction with their meals and meal choices

- Patient care education on diet

- Reduce the number of incorrect meals; decrease the occurrences of second trays sent to the patient

- Increase and improve communication with nursing staff and secretaries regarding patients' meals, diet order changes and patient statuses

- Reduce the number of trays sent to discharged patients

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> **To improve the quality of service with available resources, DHMC Medical Center uses Nutrition Care Management (NCM) to print patient menus selections and also for same day meal preparations. This shortened the time between when menu selections are made compared to when the meal is served, which ultimately improved patient satisfaction.**

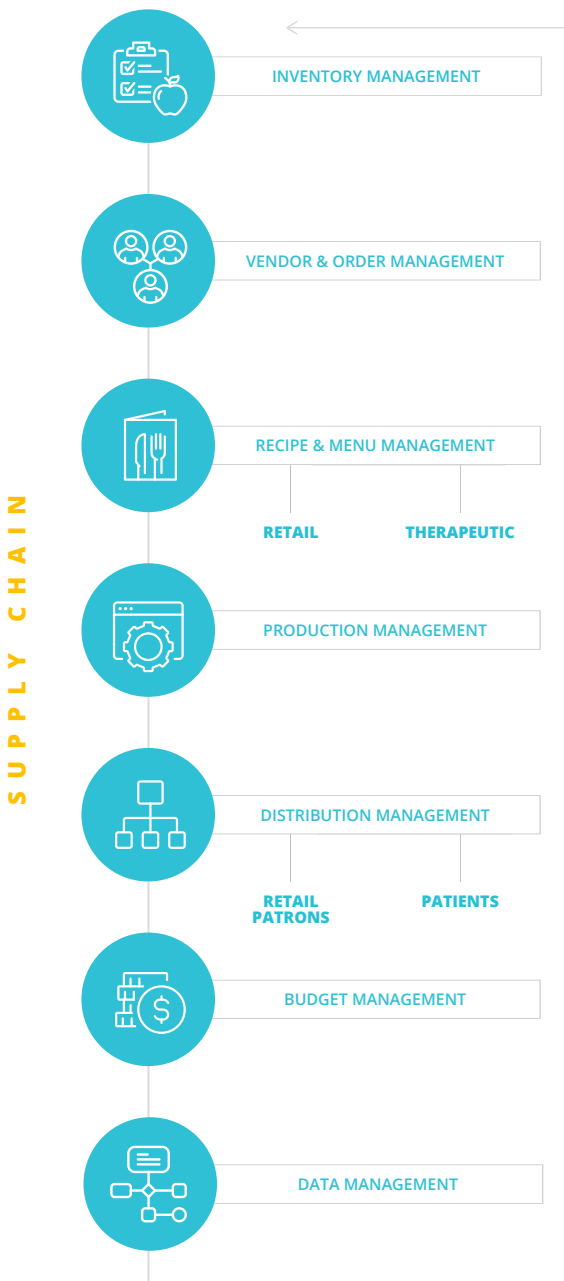# HOW COMPUTRITION HELPED DHMC MEET OBJECTIVES

Deborah P. Keane, RD, LD (Director of DHMC's Food and Nutrition Services Department) implemented wireless notebooks for selective patients in the spring of 2006. Two nutrition assistants visit 60 patients (120 total) to gather the patient menu selections for the next day (breakfast, lunch, and dinner). Having the same person for the same floor helped them save a lot of time in gathering the menu selections, as the nutrition assistants have time to become more familiar with the patient-specific diet, likes, dislikes, and allergies as well as special services.

The Food and Nutrition Services Department is using SmartSubs-Select and Correct to assure the compliancy of the menu selections for the patients. They were very successful in setting up SmartSubs to increase the efficiency of the diet office staff by eliminating almost all manual interventions.

In February of 2010, they changed to room service for their pediatric population. They have had great success with this change, and the children love to call to order their meals. With the implementation of room service, they observed a reduction of wasted trays, since the patients get what they want the first time around.

The use of nutrition labels has demonstrated considerable benefits; they are displayed in the dining rooms so that customers can identify how much content (i.e. fat, sodium, etc.) there is in each entrée item. Likewise, ingredients are also displayed to provide allergy information for the consumer. As DHMC continues to advance their operations, integration capabilities have become crucial. Since implementing a new order entry program, DHMC staff has been able to rely on Hospitality Suite to efficiently transmit patient data from their Epic software. Subsequently, this has ensured that patients receive their meals in a timely manner.

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POSITIVE RESULTS!

SUPPLY CHAIN

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

MAXIMIZATION OF LABOR RESOURCES

- Over **$3,500 annual savings** in paper and pencils
- Significant decrease in wasted trays
- Reduction in late trays from average of **55 to 31** daily
- Consistent quality assurance for patients
- Optimization of patient care services
  - » Consistent quality assurance for patients
  - » **Boosted patient satisfaction**
  - » Increased accuracy of trays/meals ordered by patients
  - » Promoted heightened interaction with patients; extra time allowed for questions to be answered thoroughly and on a timely basis
- Delivery of trays and callbacks for patients became more efficient with the interaction of the nutrition assistant at bedside
- Decreased number of items on a tray **from 12-14 to 4-8**, resulting in a food cost saving

FUTURE INITIATIVES

- Due to the successful performance of their room service program, DHMC plans to broaden the service to their Birth Pavilion
- In an effort to enhance the room service experience, future plans entail the addition of touch screen technology to the diet office

Note: Dartmouth-Hitchcock Medical Center (DHMC) does not directly endorse any products and services.

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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**

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