DUPONT
HOSPITAL

ABOUT
CUSTOMER

CUSTOMER SINCE:

May 2004

LOCATION:

Fort Wayne, IN

OPERATION SIZE:

131 Beds

COMPUTRITION SOLUTIONS:

- Nutrition Care Management Select
- Room Service + InAdvance
- HL7 ADT/DO Interface

PILLARS OF AUTOMATION:

Operational Efficiency

Human Satisfaction

Risk Reduction

Budget Protection

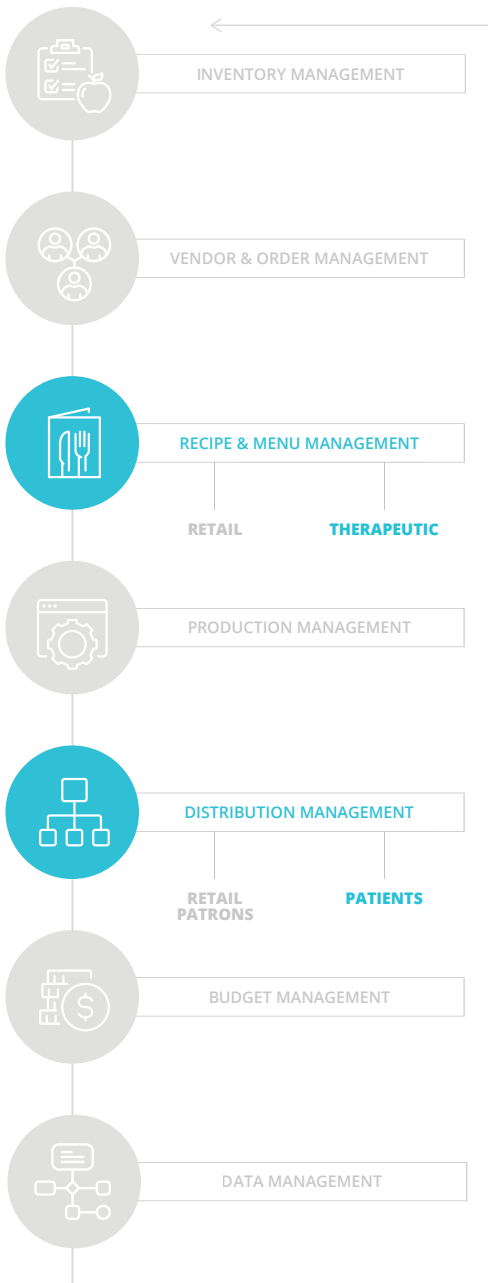## REDEVELOPING HOSPITAL ROOM SERVICE

Dupont Hospital, located in Fort Wayne, Indiana, is a 131-bed full-service acute care hospital. Staffed with quality board-certified physicians, Dupont offers inpatient and outpatient services for the entire family and delivers 24/7 emergency services.

OUTDATED ROOM SERVICE APPROACH

When it first opened in 2001, Dupont Hospital was designed to have a cook-chill meal preparation and delivery system. However, the team quickly realized that a restaurant-style service would better meet their 5-Star Customer Service Standards. As a result, they immediately converted their cook-chill designed kitchen into a short order, room service approach. When first starting out, a paper pad with carbon copy was used to take patient orders and hospital hostesses and cooks were originally the ones taking the calls to gather patient menu selections. As the census and patient acuity increased, the need for a computerized room service program became evident.

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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

FACILITATING ROOM SERVICE SOFTWARE

In an effort to ensure patient safety for diets and allergies and to improve efficiency, the Computrition Room Service program was implemented. The upgrade has brought forth many benefits, the first one being the kitchen ticket feature. This valuable tool not only produces legible information but also displays accurate portion sizes for each menu item and automatically indicates non-standard portions. The program now provides the staff with key patient identifiers, such as date of birth and name as well as diet, room location, allergies, special services, and nourishments. Dupont Hospital also takes advantage of the free text recipe and meal comment fields, which improved the communication and efficiency between the kitchen and diet office teams. The Patient Visit report ensures the flow of communication between the dietitians and the diet office. In order to efficiently follow up with the patients, the meal service report is printed an hour before the end of each meal, identifying those patients who didn't place an order. Finally, the Room Service InAdvance module is beneficial for patients that might want to order future meals.

SUCCESS!

- Met their **National Patient Safety Goal (NPSG)**

- Captures **quick pricing** of guest meals and immediately prints information on the guest's ticket

- Improves internal communication amongst staff and serves as a **resourceful educational tool**

- Consistent point of contact with guests improves the level of **customer service**

- **Time savings and minimization of error** from automatic printing of scheduled meals and advance orders

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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

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