GEISINGER
MEDICAL CENTER

ABOUT CUSTOMER

CUSTOMER SINCE:
June 2004

LOCATION:
Danville, PA

OPERATION SIZE:
485 Beds

COMPUTRITION SOLUTIONS:
- Foodservice Operations Management Select
- Nutrition Care Management Select
- HL7 ADT/DO Interface
- Merge
- Nutrition Food Labeling
- Meal Choice Connect
- Bedside Connect
- Room Service Connect
- Inventory Connect

PILLARS OF AUTOMATION:

Operational Efficiency

Human Satisfaction

Risk Reduction

Budget Protection

EARNING A SPOT ON THE PRESIDENT'S HEALTHCARE HONOR ROLL

Serving a community of over 2 million residents throughout central and northeastern Pennsylvania, Geisinger Medical Center (GMC) is ranked among the Top 100 Hospitals in the nation. GMC is a 485-bed hospital located in Danville, PA, and is recognized by the American Nurses Credentialing Center's Magnet Recognition Program® as a magnet hospital for providing successful nursing practices and strategies. Additionally, Geisinger Wyoming Valley (GWV) is a 242-bed hospital located in Wilkes-Barre, PA, and Geisinger's Marworth Alcohol & Chemical Dependency Center is a 91-bed rehab facility located in Waverly, PA. On June 11, 2009, President Barack Obama delivered a national media speech addressing healthcare reform and acknowledged Geisinger Health system as a leader in the healthcare industry by having demonstrated the ability to "offer high-quality care at costs well below average." GMC isn't simply a role model in healthcare; it is an exemplar in healthcare foodservices. Accordingly, Computrition awarded GMC as the winner of the 2010 Prodigy Award.
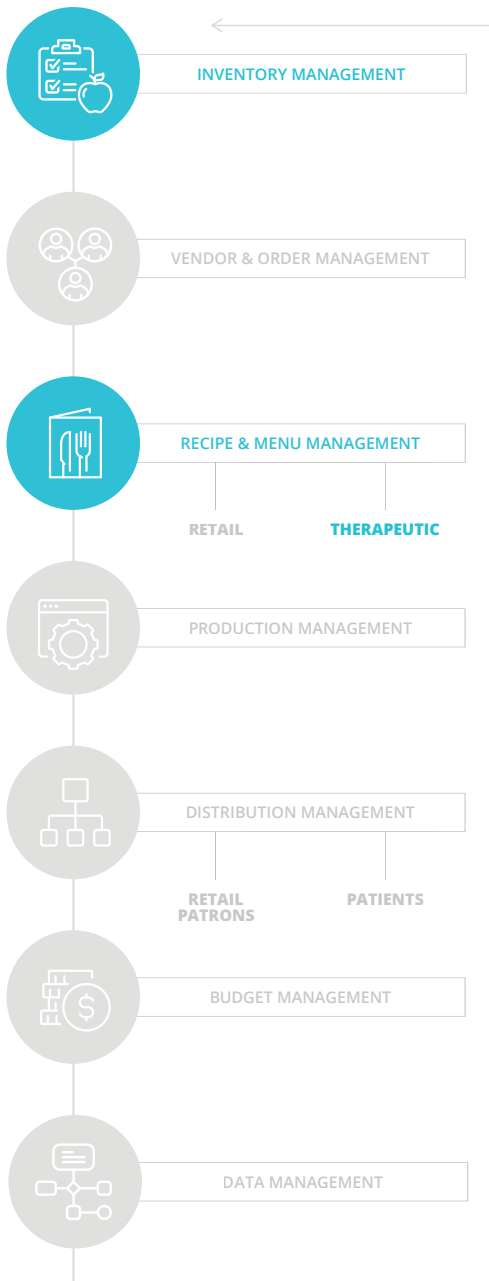
THE NEED FOR CHANGE

Prior to implementing Computrition's Hospitality Suite (HS), GMC administered their foodservice operations by means of a DOS-based system. The switch was prompted by a strong need for a system that offered full integration capabilities, which could be used in all aspects of healthcare foodservices.

Achieved a cost savings over $200,000 in the first year!

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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

ORGANIZED WORKFLOW

With the HS implementation in 2004, all purchasing, inventory, and production were consolidated and managed using FOM. PDA's were implemented in the inventory process shortly after, allowing the GMC team to calculate an order in minutes and send the order electronically to major food vendors. The NCM implementation followed in 2005, with the addition of PDA's to the menu selection process. Since then, wireless Computers-on-Wheels (COWs) were incorporated, allowing menu selection to be gathered in real time. As a result, GMC was able to save valuable time and effort.

REAL-TIME ACCESSIBILITY

In order to obtain menu selections and enter floor stock in real time, GMC changed to a Computers–on-Wheels system (COWs). Today, HS is interfaced with GMC's electronic medical record system, permitting accessibility of diet order information in real time.

STREAMLINED ACCOUNTING

The use of COWs was later expanded to enter floor stock in real time. Today, HS is also interfaced with GMC's electronic medical record system, allowing the automatic and seamless flow of diet orders from the physician to HS.

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> *As an administrator overseeing 4 foodservice operations, I can say that Computrition's system has brought our operations process consistency. Information relative to trends, benchmarking, or responding to patient concerns is readily available. We are all being asked to do more, with less. I am convinced Computrition's integrated software solution allows my team to meet our every day challenges.*

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REPLICATING CONSISTENCY

GWV implemented Computrition's foodservice software solutions immediately after GMC. For consistency, data was merged from GMC to GWV, significantly reducing the installation duration at GWV. Today, GWV runs all aspects of foodservice through HS. GMV's standards for purchasing, inventory control, and patient foodservice are modeled after GMC.
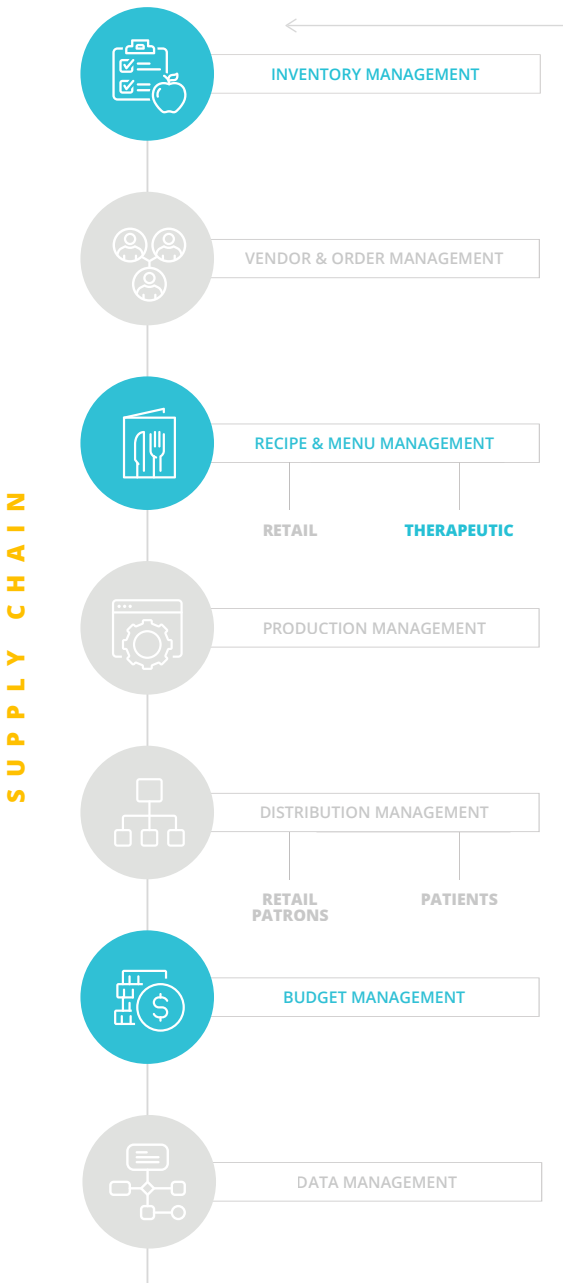
IMPROVED MANAGEMENT

In 2006, Geisinger acquired Mercy Hospital in South Wilkes Barre, later named Geisinger South Wilke-Barre (GSWB). Prior to the acquisition, foodservice operations at GSWB were contract managed. With systems in place at both GMC and GWV, the Foodservice team confidently demonstrated they could manage the operations more efficiently than an outside contractor. As a result, the contractor was replaced by HS, which assisted GSWB in achieving a cost savings of over $200,000 in the first year.

PUBLIC HEALTH AWARENESS

In an effort to elevate the visibility of healthy eating and create a culture that supports healthier food choices, the Foodservice team implemented the Geisinger Healthy Selections program in 2008. HS plays an integral role in this program, as all nutrient information is reviewed at the recipe level and subsequently printed out and posted. Retail point-of-sale postings of nutrient information for all items served are critical to the success of this program.

DIET OFFICE CONSOLIDATION

In 2009, two of Geisinger's diet offices in the northeast were consolidated into the GWV operations. This consolidation saved the organization over 2.0 FTE's. At present, there are plans to consolidate the diet offices of both GWV and GMC into one central diet office, located in an area not contiguous to either facility.

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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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