

ABOUT CUSTOMER

CUSTOMER SINCE:

August 1999

LOCATION:

Ontario, Canada

OPERATION SIZE:

320 Beds

COMPUTRITION SOLUTIONS:

- Foodservice Operations Management Select
- Nutrition Care Management Select
- HL7 ADT/DO Interface
- Room Service Connect
- TouchPoint Dining
- Inventory Connect
- Tray InMotion Elite

PILLARS OF AUTOMATION:



Operational
Efficiency



Human
Satisfaction



Risk
Reduction



Budget
Protection

NURTURING THE CANADIAN COMMUNITY

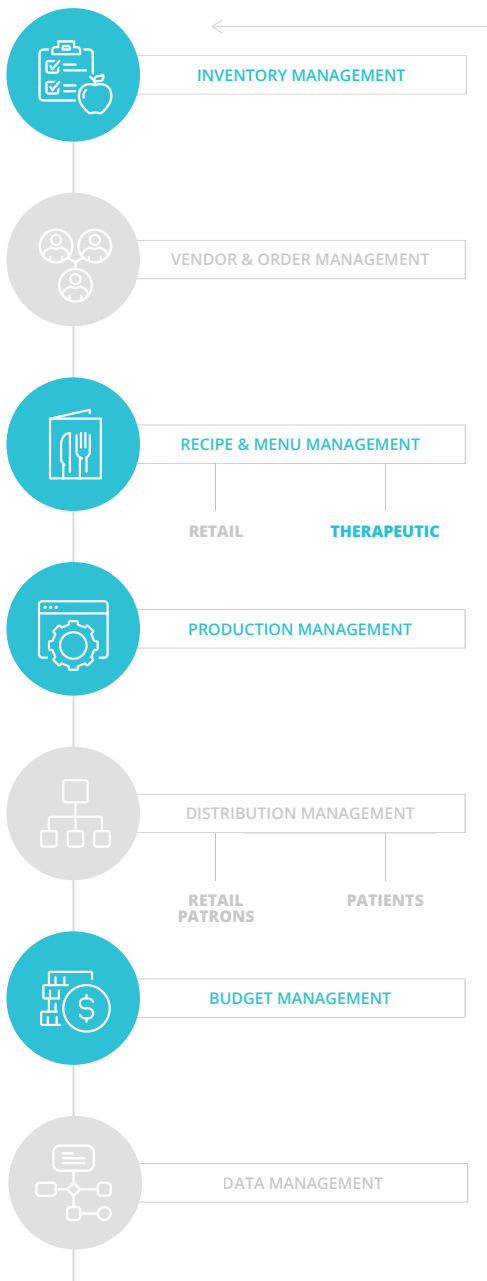
Halton Healthcare is one of Canada's renowned healthcare providers, nurturing the community of Ontario with three sites – Oakville Hospital, Milton Hospital and Georgetown Hospital. The Nutrition and Food Services department serves approximately 1,500 patient meals daily (450,000 annually). Retail Foodservices operations include three cafeterias and a Tim Horton's store, which delivers over 2,000 cafeteria and retail outlet customers daily (736,000 annually) to all sites. Additionally, the diet office processes over 60,000 diet orders and menu changes annually. Halton's goodwill is exhibited by its participation in the Meals on Wheels program and also by providing food daily to community dining programs in Oakville and Georgetown. In their effort to productively manage all sites, Halton opted to automate their healthcare foodservice operations with Computrition's system.

CENTRALIZED DIET OFFICE

In December 2008, Halton centralized the diet office for their sites. Diet office processing including diet order entry, menu customization and report writing became centrally administered from Oakville Hospital. Standard diet definitions for the corporation were developed to code all food items and subsequent recipes for allergies and restrictions. Additionally, having one main master database made managing recipes and menus much easier. The process of adding new food items, building recipes and then creating a master or site-specific menu was simplified.



SUPPLY CHAIN



PRODUCTION & PROCUREMENT

With the implementation of the FOM solution, Halton also centralized the procurement and production of patient food services from Oakville Hospital. This change created the following operational improvements:

CONSOLIDATED

to one database and one master food and stock item dictionary

STREAMLINED

the purchasing process by having one supplier per food item

ELIMINATED

variances in purchasing choices across sites

INCREASED

rebates on volume purchasing

ENHANCED

reporting and monitoring with real time tracking of purchasing costs

REVISED

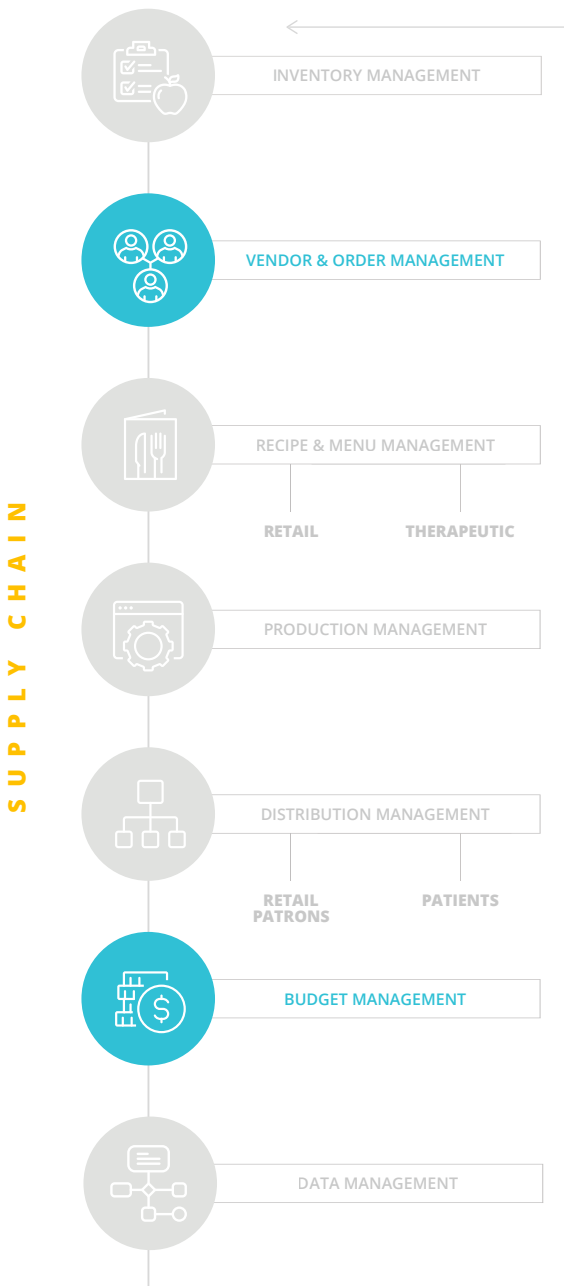
Just-In-Time (JIT) purchase orders are now submitted to key suppliers through an Electronic Data Interchange (EDI)

ELIMINATED

double handling of food items with JIT procurement

NUTRITION & DIET OFFICE

Implementation of the NCM solution and Diet Office Interface in February 2010 progressed Halton's existing ADT and allergy interface. Most importantly was the cost savings achieved in time and labor. Printing diet orders was immediately discontinued and an estimated 2.5 hours daily were reallocated towards bedside meal selections.



ADVANCED REQUISITIONING

Integrating the *Requisition Out* feature generated efficient tracking and charging back of nourishment and other stock supplies to inpatient/outpatient departments, food and other supplies to different sites, and bulk-panned patient food supplies/ retail items to other sites daily. Subsequent results indicated:

- Decreased month-end accounting process from **3 days to less than ½ a day** per month
- Developed additional accuracy in inventory reporting by site and storage location
- **Decreased overall inventory values by 52%** at Milton and Georgetown sites
- Increased awareness of purchasing measures help better monitoring and responding to food recalls, enhancing patient safety protocols
- Reduced year-end inventory process to **2.5 hours across all sites** with the ability to calculate inventory values for close to **3,000 counted items**
- Appropriate segregation of duties between systems helped ensure placement of necessary financial controls
- **Decreased raw food costs per patient day by 60%** at the Milton and Georgetown sites
- Designating only one person with access to change costs created more accurate charges and contract pricing with suppliers



ROOM SERVICE

The driving force to finally adopt the Room Service solution was to shrink food waste, eliminate replacement trays, and increase patient satisfaction. The foodservice department also recognized that people who are unwell don't always feel like eating, and certainly not at regular meal times. By starting a *Call to Order* program at the Oakville Trafalgar Memorial Hospital in May 2011, patients in the Maternal Child and Medical/Surgical units are now able to order their meals by telephone from their hospital room anytime during the day. Basing the food delivery model on the patient needs is a huge change from both a service and production perspective. Changes included:

- The *Call to Order* menu includes the most highly rated general items, simple comfort foods, 8 therapeutic and culturally appropriate diets
- Safeguards ensure that no one from the general patient population misses more than one meal and patients with a high risk diet don't miss any meals
- Diet office staff now work in a call centre environment, directly interacting with patients multiple times a day
- Food service staff, who previously worked only in the kitchen, now deliver meal trays to the patient's bedside

Results indicated that within a course of one year, the Room Service solution helped raise patient satisfaction scores from 78% to 96%. Additionally, **a tremendous decrease in food waste was produced amounting in approximately \$90,000 annually**. The level of satisfaction from the staff also improved, as indicated in the following outcomes:

- Satisfaction in quality improvement practices
2009 (38.9%) → 2012 (66.7%)
- Satisfaction in interaction with co-workers
2009 (55.2%) → 2012 (84.2%)
- Satisfaction with customer service practices
2009 (66.7%) → 2012 (84.6%)

FUTURE OBJECTIVES

Halton Healthcare continues to build on efficiencies gained from Computrition's solutions and expand inventory procedures by initiating perpetual inventory functionality. Growing the Room Service solution is on the horizon, as Halton continues to identify the need to expand their *Call to Order* program to other inpatient areas.





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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