

ABOUT
CUSTOMER

CUSTOMER SINCE:

October 1988

LOCATION:

Salem, OR

OPERATION SIZE:

454 Beds

COMPUTRITION SOLUTIONS:

- Nutrition Care Management Select
- Foodservice Operations Management Select
- Room Service
- HL7 ADT/DO Multi-Site Interface

PILLARS OF AUTOMATION:



Operational Efficiency



Human Satisfaction



Risk Reduction



Budget Protection

INTRODUCTION

Salem Hospital is one of the largest of Oregon's 57 acute care hospitals and operates the busiest emergency department in the state. Salem Hospital is a cross-city campus in three buildings, comprised of 454 acute care licensed beds. It serves an average of 2,300 retail meals along with 1,000 inpatient room service meals daily. The Nutrition Services department implemented Computritition's Room Service program campus-wide in 2000 and then subsequently Hospitality Suite in 2006.

AT A GLANCE

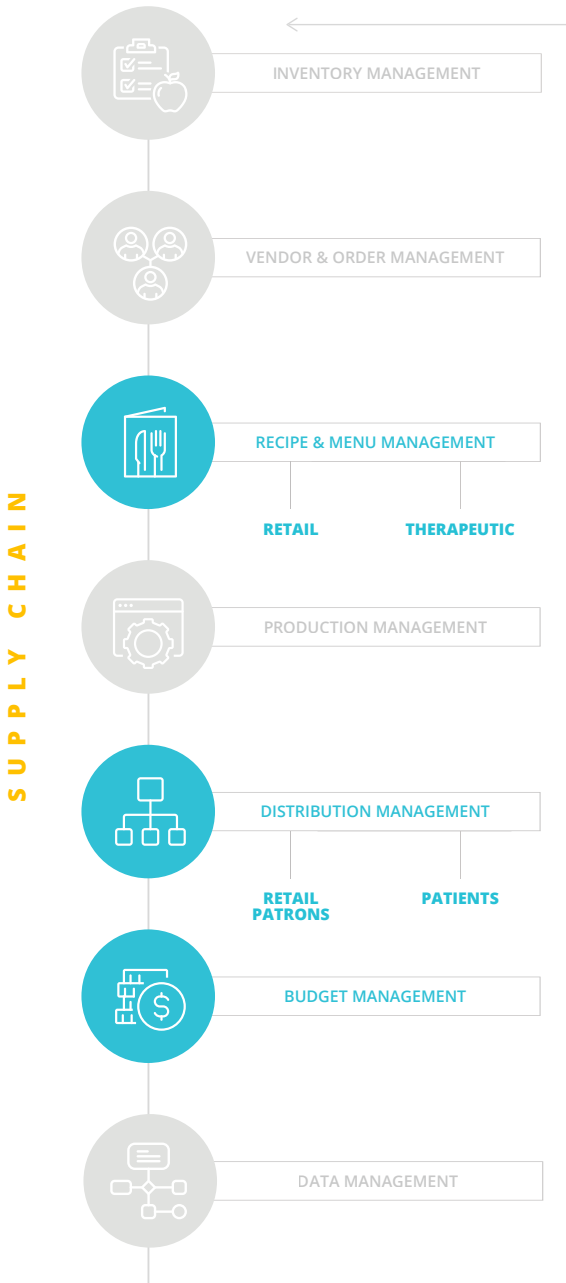
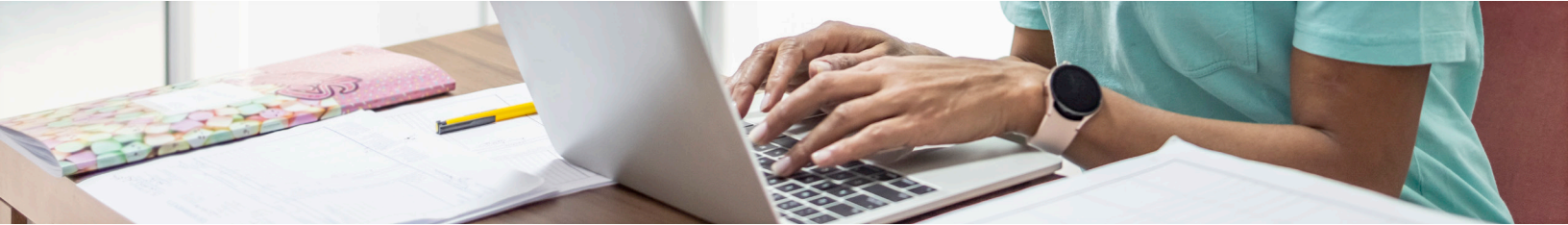
The budget deficits that resulted from a slacking economy have significantly contributed to the financial challenges that hospitals faced in 2011. Nevertheless, with the administration of healthcare reform there is much hope for many improvements. With that in mind, healthcare professionals are considering various constructive measures. Like numerous hospitals in the nation, Salem Hospital is at a constant race with falling bottom lines. However, the difference between Salem Hospital and many of its counterparts is the ability to operate below budget and remain profitable at the same time. However, Salem's success has not been an afterthought, but rather a constant and focused effort of rearranging services and practices. The Nutrition Services department has experienced radical changes and through all of the ups and down, Computritition has remained a vital support in their strategy for action.

FOODSERVICE REFORM

FLOOR STOCK MANAGEMENT

In 2009, floor stock (food to nursing unit) rose to unacceptable levels, cresting at \$2.52 per patient day and with an average total monthly cost of over \$21,000. Applying some best practices brought down that food cost by two thirds. The Nutrition Services team would previously rely on handwritten invoices to calculate floor stock cost, and the least to say, the labor associated with this task was wearisome. The staff responsible for delivering the orders was facing challenges when entering requisitions and it was apparent that a new method would need to be seamless, requiring minimal data entry.

Upon partnering with Computritition, the Nutrition Services team was able to establish a method of building each floor stock area as an actual patient. Each patient (floor stock area) was allocated a bed, and then assigned a new meal period with separate menus for each location. The staff was able to take orders from the floor, picking up a tray ticket in the kitchen to fill the order. Best of all, Salem Hospital met its goals by **saving \$120,000 in food costs** and lessening the time staff spent doing data entry. Accordingly, the Finance Supervisor can run a simple report showing exactly how much product was delivered to each unit. Accordingly, the Finance Supervisor can run a simple report showing exactly how much product was delivered to each unit.



BILLING

Automating the floor stock billing process triggered the notion for Nutrition Services to take a closer look at how the rarely served outpatient locations were being billed. With the use of Hospitality Suite, the Nutrition Services staff built electronic billing accounts for each of these areas (which were previously recorded manually), causing profitability to nearly double. **Computrition's system caught the \$6,000 human error oversight related to manual billing.**

SEPARATE SCHEMA

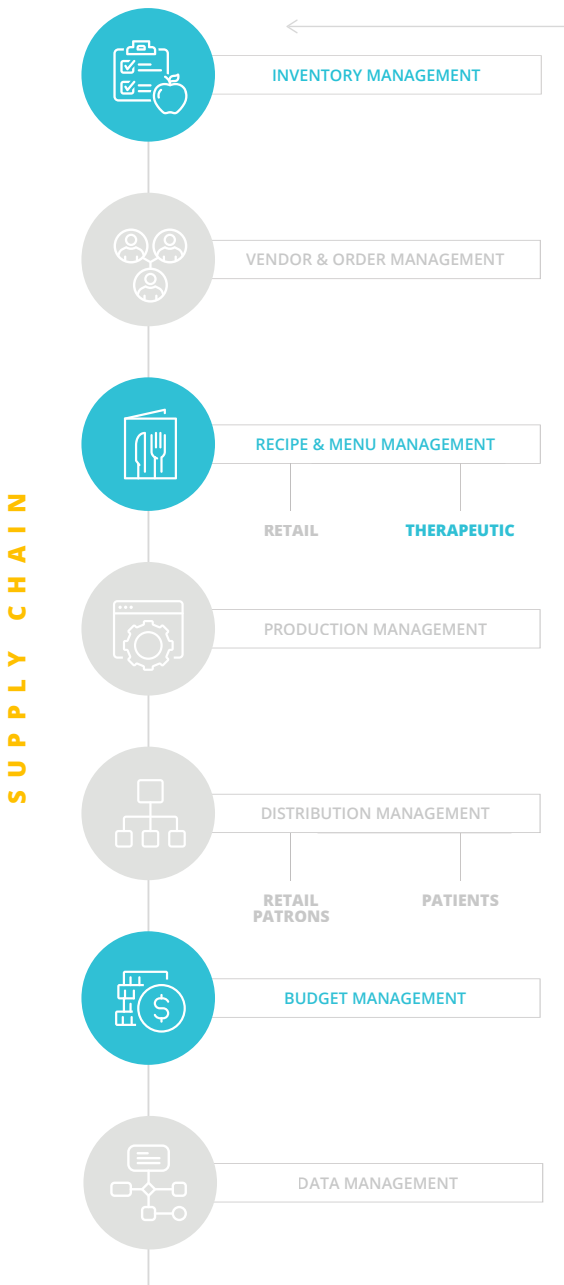
Salem Hospital's Nutrition Services Department is not restricted to one designated location; nutrition facilities exist in almost every building across campus, each with their own service type and capable of functioning separately from one another. With that many areas adding information to the system, overwriting of data began corrupting the reports. One area would overwrite the menus of a different area while another area would delete a recipe still in use at a different location. The need existed for the system to be accessible by every location; more importantly, the data needed to be accurate. The solution was to create a separate schema of the system for Creekside Dining, Nutrition Services' largest retail restaurant operation. Creekside Dining is a closed unit with its own deliveries and production plan. Salem Hospital realized it was not sensible to intermingle restaurant data with patient services data. With the change, it was noticeable how the ease of forecasting and menu planning almost immediately improved the efficiency at Creekside. This could possibly be the wave of Salem Hospital's Nutrition Services' future with Computrition - customizing each schema to best suit the location in which it is being used.

PATIENT SAFETY

Computrition also had the capacity to assist in resolving patient safety concerns. Nutrition Services utilized a manual method for tracking potassium levels of renal patients. This method caused each of the call center operators to average a five minute call time when serving potassium-restricted patients. By extending each recipe name to include a potassium value, the **call time dropped to an average of 59 seconds.** It also enabled the call center operators to quickly identify how much potassium was sent to each renal patient, cutting the error margin down to nearly perfect levels.

PATIENT SATISFACTION

Helping lay the foundation for success, the adaptability of Hospitality Suite greatly benefited Salem’s services in meeting their unique needs. The versatility of Hospitality Suite has helped Salem Hospital manage their services in an environment where the bar is continuously raised. In less than seven months of implementing Hospitality Suite they were able to surpass their patient satisfaction goal of reaching the 75th percentile. Press Ganey scores are now steady in the **80th to 90th percentiles**.



FOOD ALLERGIES

Another patient safety concern was related to patient food allergies. Currently, the **Epic** system does not transfer food related allergy information to Hospitality Suite, causing the staff to rely on a different resource. Consequently, overlooking a step can cause the staff to be uninformed of the allergy, which has been linked to hundreds of deaths nationwide. Updating their version of Hospitality Suite allowed Salem Hospital to interface with the Epic system, permitting accessibility to food allergy information. Nutrition Services built the data of the top **144 allergens** to interface directly between Epic and Computrition. By having a method to enter food allergies upon admit without extra communications, Salem has increased awareness of patient food allergies. While the number of allergic reactions prevented cannot be estimated, Salem has seen an increase in patient satisfaction.

The patients feel more secure knowing the hospital is looking out for food allergies. Consequently, the number of patient safety alerts around food allergies has dropped significantly.

PROCESS IMPROVEMENTS

The huge savings impact seen during the transition to Hospitality Suite certainly set the stage for Salem’s continued fiscal improvement. Additional labor and product cost savings were achieved through the utilization of Computrition’s various features.

With Computrition’s software, Salem Hospital can confidently find solutions to almost every situation. When their patients requested carbohydrates to be added on kitchen tickets, Salem Hospital was able to make the change to the recipe names. When they needed to make notations from the patient index, Salem was able to easily add a section called “notes.” Monthly and daily stat analysis went from hours to minutes, producing a **reallocation of one full-time employee**. Furthermore, a central recipe database for all production locations reduced paper waste and enabled regular communication among the cooks.

AMBASSADOR MODEL

Salem was pushed one step further in 2009 when discovering that patient satisfaction scores dipped into the 30th and 40th percentile in comparison to other hospitals of the same size. Nutrition Services decided to implement an ambassador model across all campuses to help decrease the burden of the call center by assigning “system ambassadors” to enter orders for designated units. Their previous program required designating locations and the purchase of hardware for unit ambassadors to enter orders. Computrition, on the other hand, can operate on any available personal computer, which **saved Salem Hospital thousands of dollars in hardware**. What could have taken them months to develop took only a day.

SUCCESS!

- Applying best practices brought down total monthly food cost of \$21,000 by two thirds and floor stock management produced an **overall savings of \$120,000**
- Electronic billing process through Hospitality Suite identified a **\$6,000 human error oversight** related to manual billing
- Automation helped call center operators bring down the average call time **from 5 minutes to 59 seconds**
- Interface capabilities permitted accessibility to **food allergy information**
- Monthly and daily stat analysis went from hours to minutes, producing a **reallocation of 1 full-time employee**
- Patient satisfaction scores rose from the 30th-40th percentile range to an average of the **80th - 90th percentile** range

PRESSING FORWARD

The accomplishments of the Nutrition Services team carried throughout the years are a testimony to the adaptability of Computrition's software. As the nutrition service and healthcare industries continue to change, Salem Hospital strives to stand at the forefront of reform with the use of Computrition's system. Through an economically challenging period, Salem Hospital has demonstrated positive results as it has steadily evolved its operations with the continued use of healthcare technology.





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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