

## ABOUT CUSTOMER

### CUSTOMER SINCE:

December 1994

### LOCATION:

Scottsdale, AZ

### OPERATION SIZE:

433 Beds

### COMPUTRITION SOLUTIONS:

- Foodservice Operations Management Pro
- Nutrition Care Management Select
- SuitePoint! Point-of-Sale
- HL7 ADT/DO Multi-Site Interface
- Tray InMotion Elite
- TouchPoint Dining
- Nutrition Food Labeling

### PILLARS OF AUTOMATION:



Operational  
Efficiency



Human  
Satisfaction



Risk  
Reduction



Budget  
Protection

## INTRODUCTION

In 1984, Shea Medical Center opened to serve the north Scottsdale area and presently it is one of five acute care hospitals with the integrated HonorHealth system. With 433 beds, the facility maintains Magnet designation, the highest national designation for excellence in nursing care. Shea Medical Center is a certified Chest Pain Center and Heart Attack Center and a bariatric surgery center of excellence. Since partnering with Computrition in 1994, Shea Medical Center has progressively implemented a range of solutions over the years to advance their foodservice, nutrition, and retail operations.

## EXECUTIVE CHEF IMPLEMENTS CHANGE

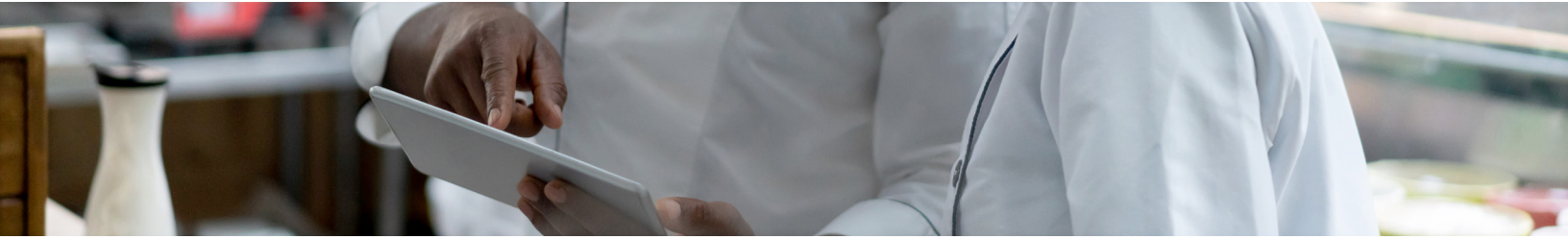
Executive Chef Urs Schulze realized that it wasn't enough to simply purchase the Foodservice Operations Management (FOM) solution. In order for Shea Medical Center to reap from their investment they needed to receive additional training so they could effectively utilize the implemented system. Chef Urs knows firsthand the difference training has made, stating, "The system works, you just need to know how it works." Every facility that implements FOM will have unique results, and Chef Urs recognizes that the variance is based on the operation size. For Shea Medical Center, it took them roughly 5-6 months to be within 1-3% of their numbers for Actual Items on the production sheets, and they regard their utilization of FOM as a continuous work-in-progress.

## TRANSFORMED PRODUCTION FROM A COOK'S PERSPECTIVE

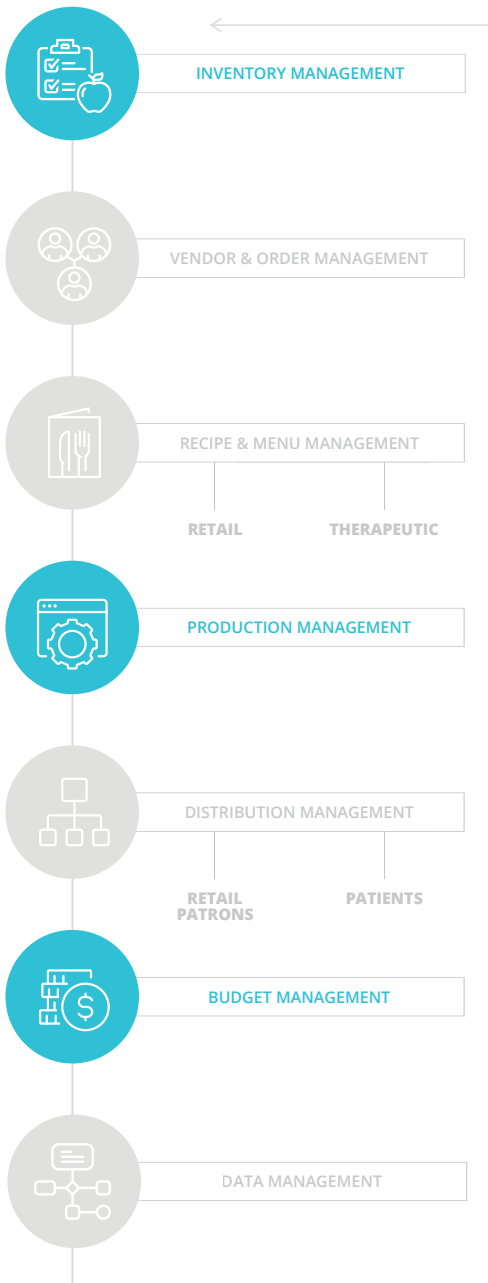
According to Chef Urs, they have automated and applied the usage of production sheets to 18 areas. Production sheets are extremely helpful for the cooks at Shea Medical Center and these sheets are prepared one week in advance. The key to production sheets, explained by Chef Urs, is the importance of having the right areas and to "look at your station and what it is doing (i.e. - slicing meats, prepping salads) to ensure they have all that is needed for recipes and numbers."

His team creates particular prep recipes along with scaled recipes whenever required. Relative to the kitchen organization, Shea Medical Center manages several production areas for the café and maintains a 5 week menu cycle. The patient tray line at Shea Medical Center is made-to-order, producing a whole batch for the day, chilling it down, and heating it up as needed.

As far as accounting for production changes are concerned, (i.e. - such as patients not showing up), they are reflected in the post meal counts and the next menu cycle; updating total count for that meal period.



SUPPLY CHAIN



## OPERATIONAL RESULTS

Over a span of three years, since implementing the FOM production module, Shea Medical Center obtained several financial results:

- Food waste went down from **30% to 3%**
- Having the right numbers in place decreased over-production and reduced inventory, generating an **annual savings of \$50,000**
- Time spent maintaining production went from 8 hours to 2 or less hours per week (comparable to a **savings of \$250,000 per year**)



**Overall savings of \$750,000 to \$800,000**





## 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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