UCSF
MEDICAL CENTER

ABOUT
CUSTOMER

CUSTOMER SINCE:
June 2003

LOCATION:
San Francisco, CA

OPERATION SIZE:
500 Beds

COMPUTRITION SOLUTIONS:

- **Foodservice Operations Management Pro**
- **Nutrition Care Management Select**
- **HL7 ADT/DO/Tube Feeding Interface**
- **Room Service**
- **EasyTouch Menu Selections**
- **Universal XChange Gateway**
- **Nutrition Food Labeling**

PILLARS OF AUTOMATION:

Operational Efficiency

Human Satisfaction

Risk Reduction

Budget Protection

UCSF MEDICAL CENTER: A HEALTHCARE PRODIGY!

UCSF Medical Center is ranked among the top hospitals in the nation for advanced technology and innovative patient care. It is comprised of three complexes which include a 560-bed main hospital, a 90-bed hospital and a psychiatric facility. Additionally, it operates three retail outlets – the Moffitt Café (a 366-seat full service outlet), the Moffitt Café Express (a 545 sq ft upscale convenience store) and the 920 Express (a 150 sq ft mini convenience store). Moffitt Catering is one of the largest hospital-based catering programs in the country, providing more than 10,500 events annually and generating $2.2M in gross sales. In order to enhance the service of its 637,000 patient meals, UCSF Medical Center partnered with Computrition in 2003.

SUCCESS WITH COMPUTRITION APPLICATIONS

The **Foodservice Operations Management (FOM)** system is at the heart of UCSF Medical Center's foodservice operation, as it coordinates requisitions, recipes, menus, and meals for patients and customers from their three core areas:
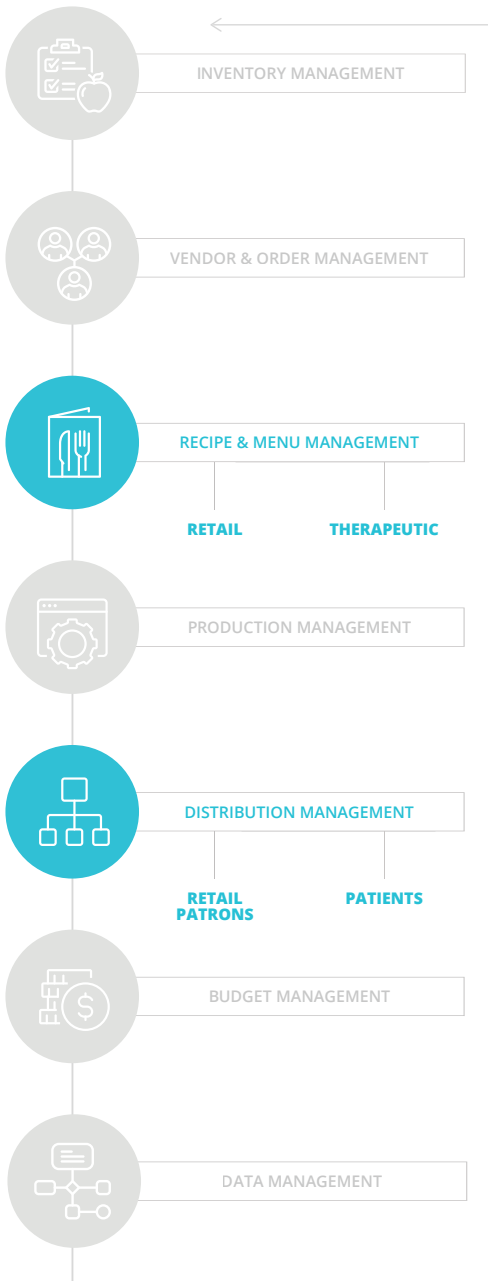
1. Patient food service
2. Retail food services
3. Catering services

COST SAVINGS

Confined dock and storage spaces limit the number and amount of deliveries, causing inventory to be managed based on a just-in-time system. Successful implementation of FOM has allowed UCSF Medical Center to manage their 80+ vendors who provide the hospital with food and supplies and has helped coordinate procurements needs from each vendor. Orders are calculated based on menu forecasting and requisitions to ensure sufficient quantities of food and products. With FOM, automatic price updates from the prime vendor and main produce supplier allow the Nutrition and Food Services department to analyze changes in prices through the seasons and as market conditions fluctuate. As a result, the efficiency of the system has helped keep food and supply costs lower than the rate of inflation. UCSF Medical Center was able to keep labor costs for the procurement team flat while **increasing patient meals by 10% and catering and retail sales by 20%**.

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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

MEAL SERVICE IMPROVEMENTS

To improve the quality of service with available resources, UCSF Medical Center uses Nutrition Care Management (NCM) to print patient menus for lunch and dinner selections and also for same day meal preparations. This shortened the time between when menu selections are made compared to when the meal is served, which ultimately improved patient satisfaction. In addition, NCM has helped meet the department's sustainability goals by enabling a semi-annual change of the entire patient menu and a quarterly rotation of seasonal fruits and vegetables.

Implementing Hospitality Suite (HS) has effectually linked the foodservice operations for all three UCSF Medical Center complexes with access to the NCM solution. The Room Service module's kitchen printers have given the department ability to administer late trays for their traditional patient meal service program. Consequently, soon after the 2010 implementation of the Room Service program with the use of EasyTouch Menu Selections, UCSF Medical Center improved the efficiency of their diet office and **raised patient satisfaction scores to the 99th percentile**.
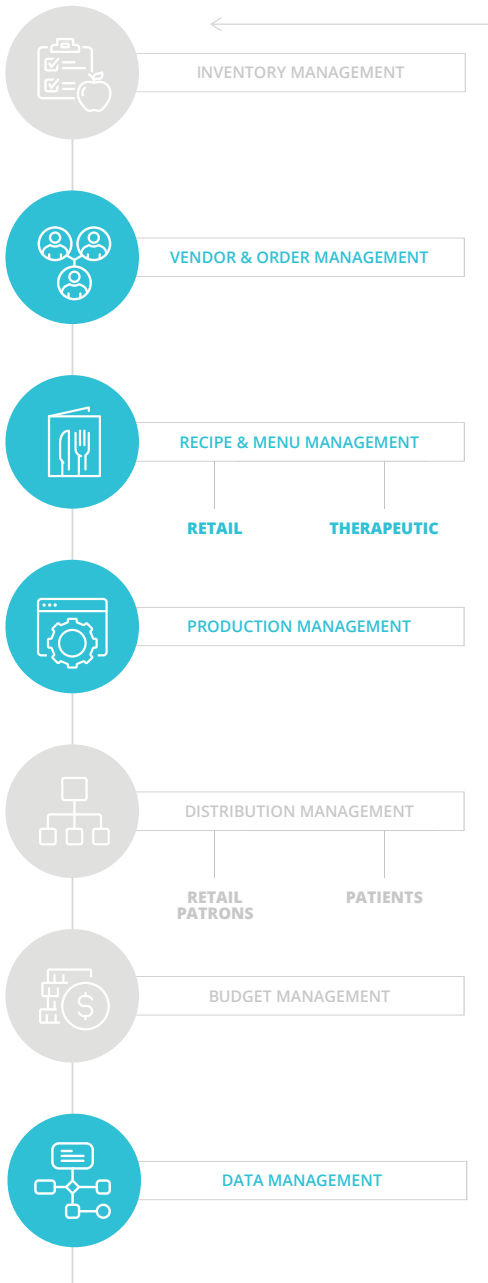
HEALTH AND WELLNESS PROMOTION

In the midst of an obesity crisis, the Nutrition and Food Services department strives to provide the same rigorous nutritional information for retail customers as they do for patients. In their efforts to ensure nutritionally adequate meals for patients, UCSF Medical Center uses traditional nutrition analysis along with Nutrition Food Labeling (NFL) generated from HS. Additionally, UCSF Medical Center created a healthy food brand called Smart Choice,* which identifies healthy items according to internal standards based on dietary guidelines and industry best practices. Recent renovations made to the main café include digital menu boards at all stations that are designed to be dynamic by meal period and outline nutritional values per portion for all foods. Providing collateral in the main café offers detailed nutritional analyses and useful information from the NFL solution.

*https://smartchoice.ucsf.edu

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CASE STUDY

SUPPLY CHAIN

INVENTORY MANAGEMENT

VENDOR & ORDER MANAGEMENT

RECIPE & MENU MANAGEMENT

RETAIL   **THERAPEUTIC**

PRODUCTION MANAGEMENT

DISTRIBUTION MANAGEMENT

RETAIL PATRONS   **PATIENTS**

BUDGET MANAGEMENT

DATA MANAGEMENT

DATA INTEGRATION

The Department of Nutrition and Food Services has been a leader in pushing for the integration of data between Computrition's HS and other non-Computrition systems. Through the use of Computrition's Universal XChange Gateway, UCSF Medical Center has been able to effectively manage multiple information systems and achieve successful data integration between the HS system and other existing systems such as catering, point-of-sale, and digital signage solutions. This has allowed them to decrease duplicate data entry and reduce efforts for their team.

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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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