

# Case Study

## CLIENT SINCE:

August, 2006

## PRODUCTS USED:

Room Service Connect

## LOCATION:

Kenne, NH

## Featuring: Cheshire Medical Center



### Introduction

Cheshire Medical Center (CMC), a 169-bed regional medical center, is uniquely partnered with Dartmouth-Hitchcock Keene, a large integrated health system. Located in Southwestern New Hampshire, CMC provides high quality health care services with state-of-the-art diagnostic tools and offers programs for improving the health of the community.

To continue the advancement of their Nutrition Services department, Cheshire Medical Center automated with DFM in 2006. This collaborative partnership helped them acquire solutions and extensive operational insight to help exceed patient expectations. As a result, CMC has transformed their operation in the following areas:

### Bedside Order Entry

Previous manual processes involved multiple staff and required the distribution of hand-offs for meal orders. Consequently, this created extended wait times, bottlenecks in the kitchen, delayed delivery, cold food,



and increased the chances of error. To resolve these concerns, wireless Bedside Menu Entry (BME) technology was implemented to allow immediate order entry for patients who need assistance with ordering Room Service meals. By eliminating hand-offs, there were no more delays. Bedside order entry has helped improve communication, speed, quality of service, as well as, advance the meal production process in the kitchen.

### Wireless Tablets

In conjunction with the DFM Room Service Connect solution, implementing the wireless BME tablets has streamlined the ordering process for non-Room Service patients at CMC. This new feature has led to faster tray delivery, elimination of manual errors, better workflow in tray assembly, and improved the Nutrition Services department's reputation.

### Operational Teamwork

According to the collaborative approach DFM has taken with the facility, the Nutrition Services department positively transitioned to the new technology. By way of the new technology, the staff diligently completes the daily details that go into perfecting each patient meal. Additionally, the staff acknowledges the enhancements made relative to time-savings and the patient experience.

### Progressive Patient Satisfaction

Not only did DFM solutions improve work processes, but they have helped to increase patient meal satisfaction. In December of 2012, Cheshire beat the 90th percentile for patient meal satisfaction, followed by a repeat success in March 2013 that scored in the 90's. Additionally, after implementing DFM's wireless BME tablets in May of 2013, patient meal satisfaction scores exceeded the 99th percentile on every question for all compare groups of the Press Ganey survey.

