

Case Study

CLIENT SINCE:

April, 2012

PRODUCTS USED:

Diet Office Suite

Room Service

Kitchen Display Units

LOCATION:

Lakeway, TX

Featuring: Lakeway Regional Medical Center



Introduction

On April 16th, 2012, the community of Lakeway, Texas welcomed the grand opening of Lakeway Regional Medical Center (LRMC) – a 106-bed acute care hospital. Lakeway is focused on providing exceptional patient care with respect and compassion, and serves its patient population with an emphasis on education and community involvement. Lakeway is committed to maximizing the use of the latest technologies in all areas, and fully incorporates Electronic Medical Records (EMR) in their daily operations.

The Objective

The Lakeway campus is an active facility, and serves over 400 employees, families, and visitors daily. Offering a quality dining experience with a hotel-level service that meets nutritional constraints is one of the main objectives at Lakeway. The notion of having meal service based on what you want when you want is central to this process. While



pursuing LEED certification, LRMC has embraced a paperless approach, limiting the use of paper forms only as a backup to an electronic process.

The Success

Lakeway selected DFM to carry out this project due to its ability to easily interface their Diet Office/ Room Service product with the hospital's EMR system.

Another driving force for partnering with DFM was their ability to meet a short lead time which permitted Lakeway to be fully operational by the projected hospital go-live date. Additionally, DFM ensured the implementation of a Kitchen Display Unit (KDU) system that was vital to the vision of the new operations. With the support of DFM's outstanding team, the system was fully adapted to meet the requirements and operational environment of LRMC. The intuitive design of the system, along with the ease of training made the transition effortless for new staff. As a result, the service format and food quality have created a very positive buzz in the community, leading to a successful launch of the operation.

"DFM was central to the process that has landed us in the top 1% of hospitals nationwide with patient satisfaction scores since the day we opened. DFM has been great partners in this process."

