

# Case Study

## Featuring: Robinson Memorial Hospital

### CLIENT SINCE:

October, 2008

### PRODUCTS USED:

Diet Office Suite

Room Service

HL7 ADT/DO Interface

### LOCATION:

Ravenna, Ohio



### The Benefits of Room Service

Robinson Memorial Hospital in Ravenna, Ohio is very pleased to be using DFM's Diet Office Management Suite for our room service software since 2008.

One valuable feature it offers is its ability to quantify food use and costs. This data enables us to forecast future food costs, budget more accurately, and plan menu revisions. Furthermore, with its reporting features, we were able to quantify food saving, for instance, 9% in year one. Another feature we use while processing patient food orders is the nutrient bar tool. Seeing the exact nutrient total based on the patient's food order and comparing it to their nutrient limits allows the patient to select food items that would not otherwise be recommended for their therapeutic diet. In this sense, it serves as a live teaching opportunity by teaching the patient that if you choose foods wisely, you can still enjoy some of your favorite foods while adhering to the appropriate diet, thus increasing patient satisfaction.

Currently, our patient satisfaction scores are the highest ranking in our facility. DFM is user-friendly and we would recommend it to other facilities.

