

Case Study

CLIENT SINCE:

June 2016

PRODUCTS USED:

Room Service

LOCATION:

Rockford, IL

Featuring: Rockford Memorial Hospital



Introduction

Rockford Memorial Hospital, Rockford, Illinois, is part of Mercyhealth, an integrated health system with five hospitals, 85 medical and specialty centers, home health and hospice services and a wholly owned and operated insurance company that employs more than 7,500 throughout northern Illinois and southern Wisconsin. In addition to Rockford Memorial, Mercyhealth uses Dietary Food Management Room Service at its hospitals in Janesville and Lake Geneva, Wisconsin, and Harvard, Illinois. Room Service was implemented at Rockford Memorial in June of 2016 and the facility has seen growing improvements in overall satisfaction in the dietary department.

The Implementation

Mercyhealth had a 30 day goal of achieving full implementation of the DFM Room Service system. A well-organized implementation was achieved through the efforts of Project Managers and staff at Rockford Memorial as well as the DFM team. The initial training



process was a straightforward experience for the staff. With the varied level of users' skill-set, even the most apprehensive team members were capable of learning the system.

Post Implementation Benefits

One of the most significant benefits from installation of the system has been that Rockford was able to continue to support their patients through the Room Service application and integration with their EMR. Rockford transitioned from one software provider to DFM with no downtime and flawless integration, which is where they see the most cost saving benefit. Another convenient benefit is the continuity between the two sites. Both facilities have a similar setup which allows users to consult on any issues that may occur.

