

Case Study

CLIENT SINCE:

January, 2006

PRODUCTS USED:

Point of Sale Suite

LOCATION:

Minot, ND

Featuring: Trinity Health



Introduction

Trinity Health is a fully integrated healthcare system that provides comprehensive, leading-edge care to the community of northwest North Dakota. Within this prominent network are two full-service acute care facilities – Trinity Hospital, with 251 licensed beds and St. Joseph Trinity Hospital, with 165 licensed beds. Trinity is a very proactive organization, and their vision is to continuously improve the quality of healthcare by advancing the effective use of technology.

The Objective

Among the two Trinity Health campuses are an estimated total of 1,500 employees. Beyond offering quality care to patients, Trinity Health strives to extend that standard of satisfaction to its workforce and retail customers. One area of need was to incorporate a high quality point of sale solution within their operations. Trinity was looking for a system that would enhance the customer retail experience, be user-friendly, eliminate redundant tasks, provide real time reporting and ultimately produce a cost savings.



The Success

Within a short period of time Trinity Health realized that DFM's Point of Sale system was the right choice for their operational needs. After implementing the system at both of their campuses, they discovered that 60% of their entire eligible workforce took advantage of the new Payroll deduction plan as their means of payment.

The well-structured, customizable screens make the overall task of ringing-up a customer effortless. The DFM *Back Office* allows seamless product pricing updates and practical reports. The tedious clerical tasks of calculating monthly discounts, deductions, etc., have been eliminated due to DFM's savvy technology. With a touch of a button, Trinity is able to track sales separately and total at the end of the month. The system also automatically tracks vouchers (volunteers, new hire, etc.) and can accommodate any number or type of account, discount or coupon. With the DFM Point of Sale system, Trinity is able to track sales by meal periods, days, months, and years. It has improved the level of accuracy for revenue, and provides monitoring of customer discounts. Further, reduction in expenses has been accomplished with the ability to track the amount of items sold. This change greatly reduced product loss and minimized the time-consuming task of manual inventory processing.

Since implementing DFM's POS systems, Trinity has achieved a considerable increase in customer satisfaction. Employees have the option to select from easy payment plans, along with the convenience of swiping a badge for a quick transaction. The *Charge Account Editor* feature logs employee expenditures, determines the amount remaining on their account, quantifies daily sales, and allows easy data entry of new employee information. Trinity has achieved much better cash management and cash flow as a result of offering Payroll deduction.

Future Plans

In addition to the DFM Point of Sale system, Trinity Hospital plans to incorporate DFM's Room Service solution into their daily work flow. Implementing Room Service will help ensure that patients are receiving the correct diets and meals in a timely manner, and will decrease mistakes. This enhancement will also help maintain a database of patient information, including such details as allergies and food preferences, which will further personalize and streamline their operations.

