

Case Study

CLIENT SINCE:

March, 2010

PRODUCTS USED:

Diet Office Management Suite
Room Service Connect
Point of Sale Suite

LOCATION:

Moab, UT

Featuring: Moab Regional Hospital



Introduction

Moab Regional Hospital started out as a small 10-bed facility with an adjoining 14-bed nursing home. Being a small-scaled hospital, it was tolerable for the staff at Moab to administer patient cardex and diet cards manually. Due to the nature of the environment, the staff was familiar with each patient. However, depending on the assigned cook for the day, notes on the diet cards would be interpreted differently.

The kitchen consisted of six staff members who relied on verbal communication as their means of relaying pertinent patient information amongst the team. Additionally, meals for 100 employees were selected from a grill menu that was internally developed and subsequently processed with hand-written orders and punch cards.



The Challenge

As Moab Regional Hospital started experiencing a growth spurt, the need for a hospital-wide renovation became apparent. The expansion included the following enhancements:

- Spacious 17-bed acute wing
- Progressive surgery department
- Contemporary medical office building
- Comfortable 36-bed nursing home
- Public grill restaurant designed to accommodate +200 employees



Along with all of the changes, the dietary staff doubled in size. As a result, the manual processes and communication were now considered inadequate. The hospital was in need of a more productive approach for serving food to the nursing home (based on a 28-day cycle menu), managing a room service program, infusion and ER patients, and maintaining a restaurant style menu.

The Success

By implementing DFM solutions, Moab was able to automate both the diet office and room service program, and set in place a point of sale system. A great benefit from these applications is how well they function with each other, giving the staff the ability to switch patients from one service to another.

Patient satisfaction is evident from the compliments consistently received regarding the quality of food and ease of use relative to the room service program. Due to DFM's software, the diet office can now properly track all of the patient's likes, dislikes and allergies. Communication among the staff was improved primarily because the specific needs of each patient were now electronically maintained for all to see. The system provided reassurance for the food service team that patient's on special diets always get what is allowed on their specific diets. Considering that the grill restaurant was now servicing both the general public, along with an increased employee group, the point of sale program made it possible to keep up with grill orders during peak lunch-time hours. Charges are no longer missed and orders get to the grill cook the minute they are taken at the register.

