



ST. ANTHONY'S REGIONAL HOSPITAL

Full System: Point of Sale, Diet Office & Production Management

Background

St. Anthony's Regional Hospital had been using the same food management software system for more than 20 years. While the system had reliably supported daily operations, it had become increasingly outdated in both functionality and technology.

Challenges

Over time, several key issues emerged:

- **Rising Costs:** The legacy system required ongoing fees for continued use, along with additional charges for support and updates.
- **Limited Support:** Each service request resulted in extra expenses, making even minor fixes costly.
- **Outdated Technology:** The system lacked modern features and integration capabilities, limiting efficiency and scalability.
- **Operational Constraints:** Staff were restricted to older workflows that could not take advantage of automation or improved reporting tools.

These challenges made it clear that continuing with the existing system was no longer sustainable.

Objectives

St. Anthony's established clear criteria for a replacement system:

- Maintain all current functionality to avoid workflow disruptions
- Provide modern features to improve efficiency and patient service
- Reduce overall operational and support costs
- Offer reliable support and regular updates
- Enable future scalability and integration with other hospital systems

Evaluation Process

The hospital conducted a thorough review of available solutions:

- Comparing vendors based on functionality, cost, and support models
- Evaluating ease of implementation and staff training requirements
- Reviewing product demonstrations and user experiences
- Assessing long-term value rather than just upfront cost

The DFM Solution

After careful consideration, St. Anthony's selected a modern food management system that met all their requirements. The chosen solution:



- Replicated existing capabilities to ensure a smooth transition
- Introduced enhanced features such as improved reporting, automation, and user-friendly interfaces
- Provided predictable pricing with reduced support costs
- Offered ongoing updates to keep the system current

Implementation

The transition was carefully planned to minimize disruption:

- Data from the legacy system was migrated to the new platform
- Staff received training to ensure adoption and confidence
- The system was rolled out in phases to maintain operational continuity

Results

Following implementation, St. Anthony's experienced several benefits:

- **Cost Savings:** Reduced reliance on expensive legacy support and fees saving \$48k in the first year.
- **Improved Efficiency:** Streamlined workflows and automation reduced manual tasks
- **Enhanced Capabilities:** Access to new features improved reporting and decision-making
- **Future Readiness:** The hospital now operates on a scalable, up-to-date platform

Conclusion

By transitioning to a modern food management system, St. Anthony's Regional Hospital successfully reduced costs, improved operational efficiency, and positioned itself for future growth. The move demonstrates the value of proactively replacing outdated systems with solutions that support both current needs and long-term goals.