

Duke Raleigh Hospital

Works With Healthcare Food and Nutrition
Software Provider to Improve Patient Experience,
Employee Satisfaction

cbord®





Challenge:

Duke Raleigh Hospital was operating an out of date foodservice model that required dietary staff to maintain patient rolodex card files and manually change diet orders. It wanted to improve the patient experience and employee satisfaction by transitioning to an updated solution that was based on data, accuracy, and improved outcomes.

Solution:

Duke Raleigh Hospital selected CBORD food and nutrition software solutions to achieve its objective.

Results:

CBORD solutions Room Service Choice and Tray Monitor software helped Duke Raleigh Hospital improve operational efficiencies and increase its patient satisfaction scores 110%

Duke Raleigh Hospital

The community hospital is known for providing exceptional medical care, and its mission is to inspire hope, advance knowledge, and improve health. However, its traditional food service model did not result in an optimal patient experience. The manual processes for taking meal orders, which must adhere to diet restrictions and nutritional needs, left room for error, created paper menu waste, and caused bottlenecks that prevented on-time meal tray deliveries.

Duke Raleigh Hospital recognized that its foodservice program was an important component of the patient treatment process, and saw value in transitioning to a food and nutrition software platform that could improve its process. It sought to partner with a company with demonstrated expertise, experience, and results. Duke Raleigh Hospital selected CBORD as its vendor.





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“Since implementing Room Service Choice and Tray Monitor, we’ve seen our Press Ganey scores increase from the low 20th percentile to the 87th percentile.”

- Lisa Marker

“We can now provide education with every meal interaction,” said Marker. “Our front-line staff can lead that conversation at the bedside or at the call center. The verbiage and information are at the front-line’s fingertips so we can focus on the relationship with our patients, the conversation and interaction.”

Data-Driven Decisions

Prior to using CBORD technology, Duke Raleigh Hospital’s POD meal delivery system provided minimal data concerning on-time tray deliveries and the average number of orders taken per staff. Both of these components are needed to improve efficiency and patient experience.

Now, Duke Raleigh Hospital has access to a wide variety of data, from tray delivery and pick-up times to call center stats and more. Using the Tray Monitor application, staff can see the entire tray delivery process in real time. This creates an easily identifiable way to resolve delivery issues quickly.

Since implementation, Duke Raleigh Hospital has seen a 115% improvement in the average number of orders taken per day.

At the same time, Duke Raleigh Hospital identified an tools that allow untrained, hourly employees to safely and effectively take patient diet orders as efficiently as fully equipped front-line staff members.

Verified Solutions

Duke Raleigh Hospital used CBORD applications, Room Service Choice and Tray Monitor to streamline its processes and personalize its meal selections. As a result, it improved patient satisfaction.

According to Lisa Marker, assistant director of nutrition at Duke Raleigh Hospital, “Since implementing Room Service Choice and Tray Monitor, we’ve seen our Press Ganey scores increase from the low 20th percentile to the 87th percentile.”

CBORD customized its service options to support Duke Raleigh Hospital’s patient and operational needs. Duke Raleigh Hospital uses the on-demand Room Service Choice model to easily access patients’ dietary restrictions, goals, and nutrition information. It is also able to offer detailed restaurant-style menu descriptions.

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Duke Raleigh Hospital now has greater visibility into its foodservice operation. The immediate access to data is driving continuous improvement throughout the hospital. The data also enabled Duke Raleigh Hospital to expand its offerings. After implementing the new system, Duke Raleigh Hospital began allowing guests to purchase meal vouchers in the café; the tray is delivered through room service. “Guest meal orders generate a monthly average revenue of \$2,500,” said Marker.

Who is CBORD?

For more than three decades, CBORD has delivered smarter food and nutrition software that elevates patient satisfaction and improves efficiencies. Connecting hospitals to their patients, employees and guests, our technology provides tools that help hospital systems, senior living communities, and multi-site healthcare campuses meet rising resident and patient expectations.

With CBORD, Duke Raleigh Hospital has achieved:

- ✓ Improved staff education, training and development
- ✓ \$30,000 average yearly revenue from Guest Meal Orders
- ✓ 110% increase in patient satisfaction scores
- ✓ 115% increase in the average number of orders taken per day

