

## ***Room service automation has taken a good program and made it outstanding***

### ***About***

Located on the west side of Indianapolis, Hendricks Regional Health was established in 1962 and now has 156 beds. The hospital supports the medical needs of families in Hendricks and surrounding counties. With a twenty-four-hour



emergency department and air ambulance on site, Hendricks Regional Health is an entrance to high-quality emergency services. Medical specialties at the hospital include surgery, cardiology, intensive care, cancer care, maternity, pediatrics, laboratory, and radiology services, including MRI and CT scanning. The hospital also has three medical office buildings housing numerous physician practices in a wide variety of medical specialties.

Martha Rardin is the Director of the Nutrition and Dietetics Department at Hendricks Regional Health. She is responsible for two dining operations, the cafeteria and the Terrace Café Shop, as well as inpatient room service and catering operations. Rardin oversees fifty-four full-time employees who serve an average of 1,250 meals daily.

### ***The Evolution of Room Service***

In 2006 Hendricks Regional Health implemented a manual process for room service. Customers were satisfied with the service, but patient safety still needed improvement. Without automation staff members could not be as precise as they wanted to be.

They were looking for an automated room service system that could alert staff to diet-specific restrictions and provide nutrient tracking. They also wanted the ability to easily see previously ordered meals and nutrients.

After looking at the options, Hendricks Regional Health chose the CBORD® Room Service 200 automation system to provide the safety checks that the staff wanted.

Improved safety was the main goal. Rardin said, "The nutrient information is now precise and correct. We are better able to manage calorie counts and carbohydrate selections, along with sodium and fat counters."

***"The nutrient information is now precise and correct."***

She was also pleased with how Room Service 200 improved operations. "The call center folks appreciate the automation and quick processing of patient orders. One of the best features from an operations standpoint is how quickly the system can move from one customer to another, keeping up with the volume of calls coming in," said Rardin.

### ***Outstanding Room Service Program Combines Service and Safety***

With Hendricks Regional Health's "At Your Service" room service dining, patients can order a variety of meals made-to-order, ranging from breakfast selections, salads, deli sandwiches, and grill items to "standard favorite" entrées such as macaroni and cheese, meatloaf, and desserts. All meals are made when ordered and delivered directly to the patient's room.

Patients are not asked to place menu selections the day before. Instead, they can order when they are hungry by contacting the room service call center. Meals typically are delivered within forty-five minutes.

Trained staff members take orders by telephone, making sure selections meet a patient's dietary needs. Hendricks Regional Health offers specialty menus as well, including a pediatric menu designed especially for the littlest patients.

"At Your Service" also offers guest menus for family members and friends who are staying or visiting. Patients who need assistance placing their meal orders can have family members preorder by phone.

By adding CBORD's Room Service 200, Hendricks Regional Health has moved from a manual process to a fully automated solution. They are now confident that their patients' safety is well protected and their customers enjoy the convenience of room service dining.

CBORD is a registered trademark of The CBORD Group, Inc.