

## Florida Hospital increases efficiency and controls costs with CBORD

### About Florida Hospitals

The Orlando campus of Florida Hospital uses the latest technology to treat over 32,000 inpatients and 53,600 outpatients annually. This 881-bed, acute-care community hospital also serves as the main campus for Florida Hospital System, owned and operated by Adventist Health System with several locations across Florida state.

### CBORD Cashless System Need

During 1999, the Florida Hospital staff spent the majority of their time and effort caring for patients and preparing for Y2K. As Nutritional Services reviewed their existing point-of-sale (POS) systems for the cafeteria and other locations throughout the hospital, it became obvious that the in-house-developed POS system would not work. Technical difficulties and rising costs associated with the in-house POS system were prohibitive to making it Y2K compliant.

That's when Shawn Noseworthy, Director of Nutritional Services, decided to switch to a comprehensive POS software solution that would work for Nutritional Services and retail operations in two pharmacies, a bakeshop, a bookstore, and a women's center. Because of Nutritional Services' positive experience with CBORD's Menu Management System® and Diet Office products, Noseworthy knew Florida Hospital could benefit from CBORD's POS system.



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Noseworthy spearheaded the efforts to get the CBORD system installed. The installation occurred in three phases over three months. Dave Hack, Cafeteria Supervisor and Florida Hospital POS System Operator, underwent initial training, then easily trained supervisors and cashiers on the system. “We have twenty-one cash registers on six campuses,” Hack elaborated. “The CBORD system is user friendly and made it easier to train cashiers.” Initial training was done by CBORD® staffers, which gave cashiers and supervisors an understanding of the system. Hack facilitates the follow-up training and support. “As each facility went online with the system, the cashiers realized how user friendly and easy the system is to learn,” Hack said. “In the days following installation, the competency level of the cashiers increased and so did their enthusiasm.”



### New Cashless System Praised by Many

CBORD made life easier for other hospital employees as well. In the past, with the POS system developed in-house, the accounting department had to answer any questions about transactions by payroll deduction. Tracking things down for customers was tedious. Now when anyone has a question, the retail center, not accounting, runs a Patron History report so the customer can see all of his or her card transactions on the same page. Noseworthy stated, “When someone has a question, I love to give the person the report, because all the information is right there and easy to cross-reference with their check stub deductions. That impresses the customer.” That's also the kind of customer service that Florida Hospital loves to provide its employees to validate payroll deductions.

Manpower was another big savings realized by the hospital. The time it takes to train cashiers and supervisors on the system has decreased, which means less time is taken away from being on the floor. As Noseworthy explained, “MIS has benefited because they had two-and-a-half full-time employees working on the previous POS. Now they have to allocate less than one half of a full-time employee's hours on the CBORD system.”

### Everyone Wins!

Florida Hospital took a potentially messy and expensive problem and made it into an opportunity to increase efficiency while controlling costs. This means better service for the patients, guests, and employees. For CBORD, it's just another example of how listening to our customers and providing integrated solutions makes everyone a winner.

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