

Case Study

CLIENT SINCE:

July 2003

PRODUCTS USED:

Diet Office
Room Service

LOCATION:

Pleasanton, CA

Featuring: ValleyCare Health System



Introduction

ValleyCare Health System is a private, nonprofit health care system with 242 beds that delivers a wide array of inpatient and outpatient services to the community of Pleasanton, CA. Patient satisfaction is an important objective and providing the best possible food and service is a significant part of patient care. ValleyCare's Nutrition Services team replaced their traditional patient tray service with DFM's Room Service software, and administers a hotel-style room service program called *Meal Service at Your Request*. Offering a broad selection of choices, patients have the ability to order meals from 6:30 a.m. to 7:30 p.m. daily.



Post Implementation Benefits

Since the implementation of the Room Service program, the Diet Office functions have become more consistent due to the automation of taking patient meal orders and accurately transmitting them to the kitchen.



ValleyCare's workflow has improved from the efficiency gained in the following areas:

- Accurately delivering meals in accordance with foods allowed on therapeutic diets
- Ensuring every patient is fed at every meal
- Taking meal orders from both patients and guests
- Producing reports and lists that assist with month-end financials
- Retrieving historical information identifying data from patients' meal tickets



By having an electronic means of managing menu nutrient analyses, ValleyCare's Nutrition Services department can confidently undergo routine audits conducted by California state regulatory surveyors for compliance. Likewise, in preparation for a future launch of an electronic medical record (EMR) system, ValleyCare has the technical support from DFM to make any necessary modifications to menu diets.

