Case Study

Children's Nebraska

Integration of the Oneview Care Experience Platform and
Digital Meal Ordering System in an expanding hospital

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Modernizing and Digitizing Meal Ordering to empower patients and relieve staff.

"When we did the transition, we linked in with the menus that were uploaded from Computrition. We also changed from having a 14-day rotation of the menus to having everything available every day. We went live on August 29th at 6 am. It was like ripping off a band-aid. On the first day, I was very prepared to have a catastrophe and for everything to blow up. But it didn't happen. It went incredibly smooth."

- Mindy Coolman, Food Service Manager at Children's Nebraska.

Children's Nebraska – the premier Children's hospital for the greater Omaha region – was expanding their footprint by updating some facilities while upgrading in-room features for patients. This included adding a new hospital wing, creating a larger kitchen with more menu offerings, and implementing the Oneview Care Experience Platform (CXP).

The Nutrition Team at Children's Nebraska was tasked to modernize their meal ordering and delivery operations, expand daily offerings to patients, and a move from labor intensive paper offerings. Through this process, they discovered that the most seamless and effective way to do this was by introducing tablet-based, patient-driven digital meal ordering through the Oneview CXP.

Mindy Coolman, Food Service Manager at Children's Nebraska, worked with both internal IT and Nutrition Teams to weave the existing Computrition system into the Oneview CXP to streamline workflows and increase patient satisfaction. This transition involved new logistical plans for meal preparation, delivery service changes, and integration into the IT structure of the hospital.

This allowed for streamlined service and a reduction in meal issues and wasted food at the bedside.

By working with the Oneview project team to implement the Care Experience Platform, Children's Nebraska enabled:

• Patient-driven in-room digital meal ordering

• Automated workflows for both nursing and nutrition staff

• Reduced the need for full-time call center staff

• Streamlined order verification and patient location

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The Challenge

Children's Nebraska patient meal offering was constrained by the size of their kitchen facilities, their paper-based meal ordering process, and time-consuming workflows. The cutover to the Oneview CXP gave them the opportunity to address these challenges and transform the meal ordering experience in conjunction with building an expansion of the hospital, kitchen, and nutrition service offerings.

The complexities of the project were multifaceted, including:

• Transitioning from a paper menu ordering system to a digital ordering system

• Moving from a rotating 14-day menu schedule to a full daily offering

• Adding a new wing to the hospital that affected wayfinding

• Quadrupling the size of the in-house kitchen and introducing new meal preparation processing

• Cutting over from the old to the new system in one day enterprise

Diet-order miscommunication is a major reason for late trays and accounting for 78% of extra meal trays required to be produced – resulting in excess food waste.

Business goals for the project included:

• Decrease phone-in call volume to reduce staffing burden

• Decrease food waste at the bedside

• Utilize their current systems with automated workflows (Computrition and Epic)

• Increase compliance rate for on-time meal ordering

• Keep kitchen and nutrition staffing consistent while being able to support more patient requests

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The Solution

Empower patients and disburden staff with automated digital ordering at the bedside. With the addition of a larger kitchen facility, Children's Nebraska had the capability to support on-demand ordering.

Children's Nebraska partnered with Oneview to install a solution that put meal ordering control in the hands of patients and integrated into their existing Computrition and Epic systems. Coordinating with both internal IT stakeholders and the Oneview project team, Children's Nebraska Nutrition Team worked to upload the new meal offerings and room location data to the Care Experience Platform (CXP) to facilitate a one-day cutover plan.

Nutritional measures were also important to track such as total meals delivered correctly, late and wasted trays and collection, as well as total compliance rate. Children's Nebraska measured these both before and after the cutover with Oneview CXP's data analytic platform.
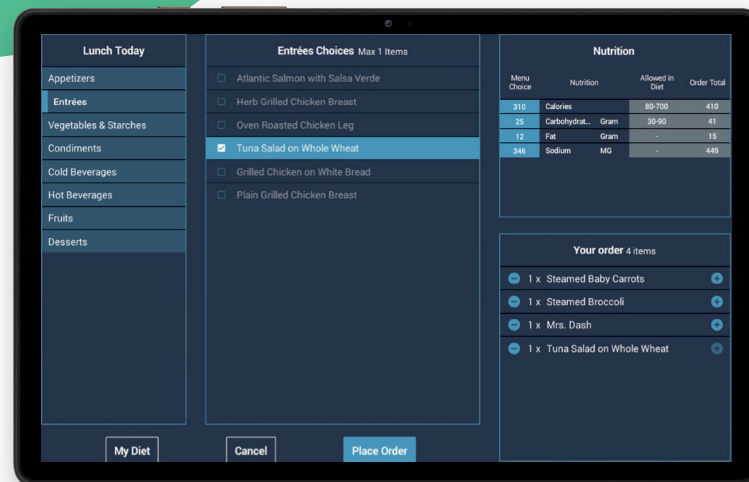
"We transitioned from using paper menus that were printed out each day for each patient depending upon their needs. It was a very time consuming and hands-on process. During this process, we were also expanding the kitchen to one with four times the space. This was to support a new wing that was also going in at the same time. When we went live, every patient could see the menu on their Oneview tablet in either English or Spanish."

- Mindy Coolman, Food Service Manager at Children's Nebraska.

Studies show that patient with Electronic Bedside Meal Ordering Systems (eBMOS) have better nutritional intake vs. those with Traditional Paper Menus (TMs)

Nutrient	eBMOS	TMs
Daily Energy Intake	avg. 110% (+24%)	avg. 86%
Daily Protein Intake	avg. 105% (+19%)	avg. 86%

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The Solution

Model	Traditional Paper Menu (TM)	Room Service	Electronic Bedside Meal Ordering Systems (eBMOS)
Process	Paper menus are manually printed, distributed, & collected to obtain patient's meal order	Staff member at bedside discussing food options and assisting with meal selection based on their dietary requirements and preferences	Self-service model allows patients to enter their orders directly via bedside terminals. Utilizes real-time updates including diet orders and allergies
Menu Selection	Limited menu options (per day) based on diet restrictions. Rotating options/menu.	Limited menu options (per day) based on diet restrictions. Rotating options/menu.	Extensive core & ala carte menu options
Shared Nutritional Information	Limited based on printed menu space	Limited based on printed menu space	Detailed and updated based on selections
Staff Involvement	Heavy	Moderate	Minimal
Lead Time	Avg. 24 hours	Closer to mealtime ordering	Closer to mealtime ordering
Risks	Infection control exposure/ PPE needed	Infection control exposure/ PPE needed	None
Cons	• Printing costs • Labor intensive • High risk for food waste • Higher risk of wasted trays • Delayed updates to diet orders & restrictions"	• Time intensive • Requires patients to call & order • Delayed updates to diet orders & restrictions	
Pros	• Allows for personal interaction with dietary staff	• Reduced "late or reordered" trays • Reduce food waste	• Reduced infection control exposure / PPE • Reduced "late or reordered" trays • Reduce food waste • Increased flexibility for patients

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Results

The technology and partnership enabled:

Instantaneous one-day cutover with exceptions completed within one week

An 95% patient compliance rate with meal ordering

An 87% decrease in late and wasted trays daily*

Reduction in the staff call-center time from full day to ~2 hours due to more efficient and streamlined ordering

Full-service Patient Experience platform with entertainment, healthcare provider communication, and patient education

Reduction in nurse touch-points with respect to the meal ordering and delivery

"The system is working smoothly, and we have a very high compliance rate. Even the nurses like the functionality of ordering meals from the room tablets. They don't want to have to deal with paper menus anymore."

- Mindy Coolman, Food Service Manager at Children's Nebraska.

A 2020 study published in Nutri Diet shared that hospitals who automate meal ordering report:

• an average **cost savings of $1197 per month** based on labor, software and printed menu costs (Pre: $2093/ post $615).

• **19% decrease in total food cost** d/t those using traditional paper menu ordering

reference in Meal ordering Value Stats file

Note* A reduction from 15 average daily rate of late and wasted trays to 1-2 per day after cutover.

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The Impact

"I think the best part about the Oneview system is that it integrated into the Epic and Computrition systems we already had. It was a lot of work up front, but it is easy to upload new menu items and easy for our staff to work with.

We really had a great organization that was motivated to make the go-live a success...

...and it was!"

- Mindy Coolman, Food Service Manager at Children's Nebraska.

The cutover from paper menus to digital, patient and family-driven meal ordering was achieved in less than a week thanks to the dedication of the Children's Nebraska Nutrition Team, Head Chef, IT Stakeholders, and the cooperation of the Oneview Project team. Now 90% of all meals are consistently ordered digitally through the Oneview CXP system.

The high compliance rates and the overwhelming acceptance of the system by the nursing staff highlights the elevated patient experience resulting from the Oneview Care Experience Platform implementation.

Patients and families not only have an easier way to order meals, but also a bedside platform for patient healthcare information, education, and virtual communication with family and entertainment. Children's Nebraska can easily update the CXP with new content, prescribed education and specialized patient menus, now and in the future.

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For healthcare systems who lead on exemplary care, Oneview Healthcare provides digital tools for patients, families, and caregivers to improve the care experience. Unifying a facility's systems, content and services into one digital platform with dedicated devices at the point of care, Oneview helps deliver more control for patients and families, more time for care teams, and less complexity for executives and IT teams. Oneview is proud to partner with leading healthcare systems in the US, Australia, the Middle East and Asia.

For more information, please visit **oneviewhealthcare.com**

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