

CaterTrax –Tracking Opportunities in Floor Stock

Problem

Outpatient clinics were allowed to pick up food for their unit from the kitchen and were not being cross-charged for the products. This uncontrolled process was causing food costs for the department to increase (tracked on the monthly DBCR report). There were other resulting issues including inefficient ordering/storage systems as well as non-food employees (likely not trained in food handling procedures) in the kitchen. It was ineffective, inefficient and compromised the safety of our kitchens.

Aim/Goal

CaterTrax was a software program already in place for customer ordering for catering events. This best practice needed to be utilized for outpatient floor stock ordering as well. Our goal was to have over 75% of ordering through the online tool within five months. In doing so, the aim was to implement a more efficient ordering system, increase accountability of ordering and decrease food waste while allowing food service staff to manage food preparation and deliveries.

The Team

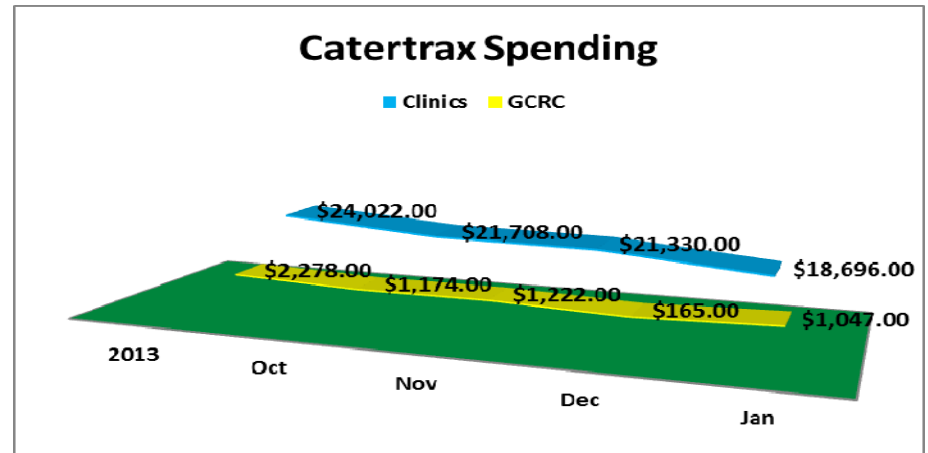
Gail Spileos, Catering, Sodexo Food Services
Lucy Addo-Frimpong, GCRC Diet Technician
Chris Weiss, Account Controller Sodexo Food Service
Bob Drinan, Storeroom Attendant, Food Services

Joanne Radziejowska RD, GCRC Manager
CaterTrax Technical Support
Nora Blake, Food Services Director

The Interventions

- Create standard template in CaterTrax (electronic online ordering system) for floor stock purchasing
- Meet with each clinic to determine their demand, frequency of ordering, special requests and any budgetary allowances for charging
- Trained outpatient clinic employees how to use CaterTrax for ordering floor stock as well as inform them of our standard offerings.
- Train storeroom employees to pull CaterTrax orders, collect products and manage delivery or pick-up systems which means less time away from the patients and more time to focus on patient care.
- Costs are cross-charged and tracked, giving outpatient clinics more visibility on what they are spending, hopefully allowing them to control their consumption more efficiently.
- Some clinics were able to allow for spending in these areas and pay for product directly to food service

The Results/Progress to Date



Overall, spending continues to decrease in all outpatient clinics despite high census and increase in patient floors/clinics. Thus, floors are more aware and accountable of what they are ordering/consuming, thus having a more efficient system.

Lessons Learned

An impressive unexpected outcome was the time saved by both the food service and outpatient clinic staff. Labor time to pick up the orders by non-food employees took upwards of 1 hour. Due to lean processes the food service staff can create the orders for pick up or delivery saving hours weekly/annually.

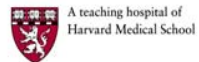
Next Steps/What Should Happen Next

The next goal is to "spread" this improvement and utilize CaterTrax and the floorstock module for inpatients as well.

- Food service employees can continue to handle inpatient floorstock, but enter the deliveries and pick-ups in real time with the use of an ipad.
- This will improve the accuracy of floorstock cross-charging and allow end-users electronic tracking of their consumption.
- An improved process flow will decrease labor by eliminating the waste of timely manual data entry.



Beth Israel Deaconess
Medical Center



THE SILVERMAN INSTITUTE
For Health Care Quality and Safety

For More Information Contact
Gail Spileos, Catering Manager
Sodexo Foods Services
gspileos@bidmc.harvard.edu