

Aurora Health Care has improved patient's care with CBORD



Aurora

Aurora received the Governor's 2002 Diamond Award in recognition of its diversity efforts as the first healthcare provider in the history of the award to be recognized for building a more diverse and skilled Wisconsin workforce.

This Premier account can:

Maximize rebates — According to John Riegler (above, far right), director of foodservices for Aurora Health Care, the department is able to maximize its Premier CMA purchases, assure compliance, and capture all incentive and rebates.

Improve management — Also enhances Riegler's ability to support operational decision making through standard recipes, product usage statistics, inventory control, and retail price analysis.

Implement best practice programs — The management team can identify issues and concerns, as well as recognize best practices, and distribute them throughout the system.

Activate universal meal card — Employees who "float" between the five Milwaukee-region locations can use their debit card/credit purchases at every facility, thereby increasing sales.

Reduce training — Costs have gone down since foodservice employees are able to work at all locations without additional training.

Know their customers — Returning patients receive their first meal based upon their diet and preferences, no matter which of the five Aurora facilities they visit.

Share data — The facilities save time by replacing a myriad of manual tasks with a single, comprehensive system.

CBORD's help

John Riegler says that with CBORD's automation system, operators achieve quantifiable, positive results quickly. As soon as Diet Office with ADT and Diet Order interfaces was implemented, incident reports (on an NPO who received a tray, for example) went way down. There were measurable improvements according to Gretchen Grzelak (above, far left), RD, Supervisor, Patient Foodservices. "Nursing could see the number of complaints and errors decrease."

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"When you implement CBORD, you end up with a perfect situation," Riegler continues. "The computer does what the computer does best. The people do what people do best."

Why did Aurora want to automate?

- Boost patient satisfaction
- Increase the department's efficiency
- Save money by redirecting staff away from tedious manual operations and reducing food cost.
- Implement HACCP and ensure HIPAA compliance.

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