

Anne Arundel Medical Center improves patients' care with CBORD

About Anne Arundel Medical Center

Anne Arundel Medical Center (AAMC) is a subsidiary of Anne Arundel Health System, Inc., a nonprofit healthcare organization serving a population of more than 600,000 area residents in Maryland. As metropolitan Annapolis grew into an educational and government center, there became a growing need for better healthcare. AAMC's acute-care hospital cares for more than 80,000 people annually and maintains its vision of being the premiere regional health system serving Anne Arundel and surrounding counties. AAMC was the first See and Treat Cancer Care Center of Excellence in the nation and is well known for its Center for Joint Replacement, Center for Spine Surgery, and Vascular Center. In addition, AAMC's Women's and Children's Center delivered more than 5,500 babies in 2003.



AAMC Quick Facts

- 265 licensed beds
- More than 2,400 full-time and part-time employees
- More than 650 medical staff members
- More than 800 auxiliary members

Employee ID Badge Cashless System

Prior to using a cashless system from CBORD®, Anne Arundel Medical Center used a paper system that forced staff to track and enter all charges manually. In addition, the system would not allow AAMC to capture and transfer balances into the payroll software.

In July 2003 Anne Arundel Medical Center implemented CBORD's Odyssey PCS™ cashless system. The key reasons AAMC chose a cashless system were to allow it to speed up cafeteria lines and to reduce the labor hours spent manually entering payroll deduction charges.

Colleen Havens, System Analyst, stated, "We have found it [the Odyssey PCS cashless system] to be an employee satisfier, and we have also seen an increase in our cafeteria sales." The new payroll deduction system has helped AAMC to accomplish its goals of speeding up lines in the cafeteria and reducing the labor required to track and enter the payroll withholdings. AAMC also found CBORD's Odyssey system to be very convenient because employees could use their existing ID badge for payroll deduction account transactions.

Currently employees can use their payroll deduction ID badge account in five locations throughout the site, including the Cafeteria, Gift Shop, Pharmacy, and Clothes Box (Auxiliary Thrift Shop), as well as in the Business Center.

Future Plans

Anne Arundel Medical Center plans to look into selling custom cards that can be used on-site by nonemployees such as volunteers and visitors. In addition, the implementation of a gift card program is being considered. A custom card program will allow AAMC to utilize its current cashless system to let anyone who regularly visits the site use a card account to pay for their purchases instead of dealing with cash. This is particularly convenient for the families of long-term care patients, as well as contractors and volunteers.

CBORD Configuration

Anne Arundel Medical Center's Odyssey PCS system includes MICROS® 3700 Eclipse terminals and Lyric card readers.

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