



## **Banner Health Partners with CBORD to Develop an Enterprise-Wide Model for Sharing Technology**

**November 20, 2009**

Ithaca, New York—The CBORD Group, Inc., the leading provider of food and nutrition management and cashless card systems to healthcare facilities, announced today that Banner Del E. Webb Medical Center, in Sun City West, AZ, is slated to go live this month with CBORD's Room Service solution. For Banner Health, this is the fifth facility to support the CBORD Room Service installation through its franchise model of sharing new technology.

Christine McSweeney, who is currently an associate administrator at Banner Del E. Webb, is a champion of this enterprise model, and it was while she was director of Culinary Services at Banner Gateway, in Gilbert, AZ, which opened in 2006, that she took the lead in implementing Room Service there. McSweeney realized that while incorporating Room Service was important for Gateway, incorporating it as a franchise model could result in a huge savings system wide, and thus her vision of leveraging software across all Banner Facilities was born.

McSweeney and her team built the database with this franchise model in mind. Banner Gateway became the flagship hospital for launching Room Service, and its success included improved patient satisfaction scores and cost savings that resulted from increasing efficiencies. Patient safety was also improved due to the built-in dietary compliance feature.

With the infrastructure in place to reproduce the success of Banner Gateway's implementation of Room Service, the Gateway team shared their database with Banner Baywood Medical Center and Banner Heart Hospital, both in Mesa, AZ,

As Banner Del E. Webb gets ready to roll out Room Service, much of the legwork has already been done, the franchise model is in place, and all that remains is to tailor Room Service to this facility. Banner Boswell Medical Center, in Sun City, will become the next hospital to join the enterprise model. Banner Thunderbird Medical Center, in Glendale, AZ, will come online with the CBORD system in 2010.

The Banner Health vision is “Smarter, Faster, Better, Together,” said McSweeney. “This has been a true testament to our mantra. We worked collaboratively and created a model, and now we are better, faster, and smarter because we are doing it together.”

Headquartered in Phoenix and operating in seven states—Alaska, Arizona, California, Colorado, Nebraska, Nevada, and Wyoming— Banner Health is one of the largest nonprofit healthcare systems in the country.

### **About The CBORD Group**

The CBORD Group, Inc., is a wholly owned subsidiary of [Roper Industries \(NYSE: ROP\)](#). Roper Industries is a market-driven, diversified growth company with trailing twelve-month revenues exceeding \$2 billion, and is a component of the Fortune 1000, Standard & Poor’s S&P Mid-Cap 400, and the Russell 1000 Indexes. Roper provides engineered products and solutions for global niche markets, including water, energy, radio frequency, and research/medical applications.

The CBORD Group serves healthcare facilities, colleges and universities, chain restaurants, supermarkets, continuing care facilities, corporations, and a host of other market segments. CBORD’s products are used in food service, catering, nutrition services, online ordering, cashless dining, campus ID card privilege control, access control, integrated security, housing services, and other institution-wide activities. The CBORD Group serves more than 6,000 clients in the U.S., Canada, Europe, South Africa, the Middle East, New Zealand, and Australia.

The CBORD Group was founded in 1975. Today it employs more than 450 professionals. To learn more about CBORD, visit us at [www.cbord.com](http://www.cbord.com).

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