Food(service) is Medicine
Food(service) is Medicine
Administer it with clinical precision
Hospital Malnutrition

1 in 3 patients enters a hospital malnourished

Decline in nutritional status is associated with prolonged length of stay
Who is Increased Risk?

- Elderly
- Oncology patients
- Patients with chronic illness
- Patients undergoing surgery
- Patients eating <50% of their food*

*Source: Allard JP et al. JPEN January 2015
Adequate Nutrition

Improve outcomes:

- Speed healing & recovery times
- Shorten lengths-of-stay
- Fewer complications (e.g., falls, pressure ulcers, surgical site infections)
- Reduce readmissions with significant cost savings
Administer Food Service with Clinical Precision
Patient Safety

- CBORD solutions safely negotiate complex diet orders, including multiple diet orders.
- Real-time diet correction
- Allergies/preferences
Room Service

Patient Benefits:

- Increase nutritional intake
- Increase engagement & satisfaction
- Improve clinical outcomes
Do You Want to Provide Food, Or Do You Want Your Patients to Eat? Evaluation of Australia’s First Room Service Choice On Demand Implementation.

*Calories*: 58% to 72%

*Protein*: 65% to 73%

*Plate waste decrease*: 30% to 12%

Sally McCray, Renee Krikowa, Karmen Regan, Kirsty Maunder
Nutrition & Dietetics 2015; 72 (Suppl. 1): 3–33

© 2015 Dietitians Association of Australia
Three options for patient room service

**Dining Ambassador**
Increase patient engagement through one-on-one interaction with a dining attendant taking patient’s orders.

**Call Center**
Similar to traditional hotel room service: patients can call in their order.

**Interactive Meal Ordering**
Bedside tablets or ordering through entertainment systems give patients more control over their dining experience.
Hospital Benefits:
- Decrease risk
- Improve efficiencies
- Reduce food waste & costs
- Increase staff engagement & satisfaction
Employee engagement = Higher Patient Satisfaction

1% increase in employee engagement
.33% HCAHPS overall rating

.25% patients’ willingness to recommend

Top Employee Engagement Drivers includes:

✓ I have technology needed to succeed
Gather Hard Evidence of Patient Intake

Monitor patients at risk
Track actual intakes
Identify patients eating <50%
Nutrition intervention
Evaluate outcomes
## Record Intake - Ticket # 1 for BREAKFAST, Friday, April 10, 2015

**Name:** HUNGERFIELD, JOHN  
**MRN:** 1614311  
**DOB:** 10/22/1941

<table>
<thead>
<tr>
<th>Tray Consumed:</th>
<th>N/A</th>
<th>0%</th>
<th>25%</th>
<th>50%</th>
<th>75%</th>
<th>100%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensure</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Scrambled Egg</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Wheat Toast</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Butter</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jelly</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fresh Fruit Cup</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Note:** Says he is not feeling hungry.

![Mobile Intake](image-url)
## Identifying Inadequate Intake

### Patient Tray Intake Report

**Selected Criteria:** Nursing Stations: 4-West; Status: Active; Start Date: 4/10/2015; End Date: 4/10/2015; Meals: BREAKFAST, AM SNACKS, LUNCH, PM SNACKS, DINNER, HS SNACKS; Nutrient: KCAL (KCAL), PRO (Gram), CHO (Gram), FAT (Gram); % Consumed less than or equal to: 100; Limit to Monitored Patients

### JOHNSON, GERTRUDE

<table>
<thead>
<tr>
<th>Name</th>
<th>MRN</th>
<th>Nursing</th>
<th>Room</th>
<th>Current Diet Order</th>
<th>Allergy</th>
</tr>
</thead>
<tbody>
<tr>
<td>JOHNSON, GERTRUDE</td>
<td>510008</td>
<td>4-West</td>
<td>1201</td>
<td>DM2200, nomenu</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Diet Order</th>
<th>Date</th>
<th>Meal</th>
<th>Ticket</th>
<th>Recorded By</th>
<th>% Consumed</th>
<th>KCAL</th>
<th>KCAL</th>
<th>PRO Gram</th>
<th>CHO Gram</th>
<th>FAT Gram</th>
</tr>
</thead>
<tbody>
<tr>
<td>DM2200, nomenu</td>
<td>4/10/2015</td>
<td>BREAKFAST</td>
<td>5</td>
<td>user1</td>
<td>68%</td>
<td>360</td>
<td>14</td>
<td>55.2</td>
<td>9.83</td>
<td></td>
</tr>
</tbody>
</table>

### HUNGERFIELD, JOHN

<table>
<thead>
<tr>
<th>Name</th>
<th>MRN</th>
<th>Nursing</th>
<th>Room</th>
<th>Current Diet Order</th>
<th>Allergy</th>
</tr>
</thead>
<tbody>
<tr>
<td>HUNGERFIELD, JOHN</td>
<td>1614311</td>
<td>4-West</td>
<td>6201</td>
<td>NAS-4</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Diet Order</th>
<th>Date</th>
<th>Meal</th>
<th>Ticket</th>
<th>Recorded By</th>
<th>% Consumed</th>
<th>KCAL</th>
<th>KCAL</th>
<th>PRO Gram</th>
<th>CHO Gram</th>
<th>FAT Gram</th>
</tr>
</thead>
<tbody>
<tr>
<td>NAS-4</td>
<td>4/10/2015</td>
<td>BREAKFAST</td>
<td>1</td>
<td>user1</td>
<td>47%</td>
<td>345</td>
<td>15</td>
<td>52.4</td>
<td>9.51</td>
<td></td>
</tr>
<tr>
<td>NAS-4</td>
<td>4/10/2015</td>
<td>LUNCH</td>
<td>2</td>
<td>user1</td>
<td>75%</td>
<td>483</td>
<td>20</td>
<td>68.9</td>
<td>14.40</td>
<td></td>
</tr>
</tbody>
</table>

**Reported Daily Average:**

61% 828 35 121.3 23.91

**Reported Daily Average:**

61% 828 35 121.3 23.91
Food(service) is Patient Satisfaction
GetWellNetwork's client hospitals and health systems use our Interactive Patient Care (IPC) technology to deliver patient- and family-centered care, and transform the patient experience.
Meal Ordering Interface
Integrated, Cross-Continuum Interactive Platform

Engage patients at the right time, in the right venue, on any device
Integrated, Cross-Continuum Interactive Platform

*Empower providers* to *deliver dynamic, personalized care in real-time*
Interoperability & Technology Partners

Patient-centered interoperability approach brings disparate HIT systems together to impact patient care directly

1,000+ LIVE INTEGRATIONS

150+ DIFFERENT IPC INTERFACES

46 DIFFERENT HIT VENDOR SYSTEMS
Choose a meal to get started

**Breakfast**
Order by Friday 9:45AM
Renal Non-Dialyzed, Diabetic 1600Cal/45gCarb, 1800 mL FR

**Lunch**
Order by Friday 2:15PM
Renal Non-Dialyzed, Diabetic 1600Cal/45gCarb, 1800 mL FR

**Dinner**
Order by Friday 6:45PM
Renal Non-Dialyzed, Diabetic 1600Cal/45gCarb, 1800 mL FR
Meal Ordering Made Easy

- Meals available to the patient are displayed as a carousel
- Arrows to left and right suggest carousel navigation
- Dots will indicate place in carousel
- Each meal referenced includes:
  - Default meal image (Library of images available)
  - An Order-by time to set patient expectations
  - Diet type and allergies associated with each meal
Meal Ordering Made Easy

- Service Course level shows available groups
- Arrows suggest carousel navigation
- Dots indicate place in carousel
- Library of icons available for association to each potential service course
Meal Ordering Made Easy

- Item level within a Service Course (Group) shows available items
- Arrows suggest carousel navigation
- Dots indicate place in carousel
- Images must be provided by the customer
- Restrictions can be identified within the Service Course
# Scrambled Eggs

## Nutrition Facts

<table>
<thead>
<tr>
<th>Serving Size</th>
<th>1/2 Cup</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Amount Per Serving</strong></td>
<td></td>
</tr>
<tr>
<td>KCAL</td>
<td>140KCAL</td>
</tr>
<tr>
<td>PRO</td>
<td>12GM</td>
</tr>
<tr>
<td>CHO</td>
<td>2GM</td>
</tr>
<tr>
<td>Entree</td>
<td>0exch</td>
</tr>
</tbody>
</table>

©2017 Proprietary and Confidential Information
Meal Ordering Made Easy

- Item detail includes:
  - Display name
  - Nutritional info
  - Associated image
  - Buttons to add and remove from cart
- If group restrictions are in place, they shall be enforced
- If nutritional restrictions are in place, they shall be enforced
Order a meal

My order for Breakfast

<table>
<thead>
<tr>
<th>Item</th>
<th>Quantity</th>
<th>Add</th>
<th>Subtract</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scrambled Eggs (1/2 Cup)</td>
<td>1</td>
<td>+</td>
<td>-</td>
</tr>
<tr>
<td>French Toast (2 Slices)</td>
<td>1</td>
<td>+</td>
<td>-</td>
</tr>
<tr>
<td>Syrup (PC)</td>
<td>1</td>
<td>+</td>
<td>-</td>
</tr>
<tr>
<td>Butter Pat (PC)</td>
<td>1</td>
<td>+</td>
<td>-</td>
</tr>
<tr>
<td>Bacon (x2)</td>
<td>1</td>
<td>+</td>
<td>-</td>
</tr>
<tr>
<td>Orange Juice (4 Oz)</td>
<td>1</td>
<td>+</td>
<td>-</td>
</tr>
</tbody>
</table>

Are you ready to order?
Let's pick a delivery time for your order.

Pick a time
Keep Looking

Total Nutrition For Your Order

<table>
<thead>
<tr>
<th>Nutrient</th>
<th>Current/Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>KCAL</td>
<td>710/1000</td>
</tr>
<tr>
<td>PRO</td>
<td>34G</td>
</tr>
<tr>
<td>CHO</td>
<td>89G</td>
</tr>
<tr>
<td>Entree</td>
<td>1/1exch</td>
</tr>
</tbody>
</table>
Meal Ordering Made Easy

- Order detail shows all items currently in patient’s cart
- Items can be removed or added
- Total nutritional information for the order is shown
- If group restrictions are in place, they will be enforced
- If nutritional restrictions are in place, they will be enforced
- Patient can keep ordering or move to time selection
Order a meal

Almost done.
What time would you like it?

<table>
<thead>
<tr>
<th>7:45AM</th>
<th>8:00AM</th>
<th>8:15AM</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:30AM</td>
<td>8:45AM</td>
<td>9:00AM</td>
</tr>
<tr>
<td>9:15AM</td>
<td>9:30AM</td>
<td>9:45AM</td>
</tr>
<tr>
<td>10:00AM</td>
<td>10:15AM</td>
<td>10:30AM</td>
</tr>
<tr>
<td>10:45AM</td>
<td>11:00AM</td>
<td>11:15AM</td>
</tr>
</tbody>
</table>
Meal Ordering Made Easy

- Available delivery times are displayed.
- As time passes, available times will drop off as they no longer are available.
- A warning pop-up is displayed when:
  - Patient is actively in the meal ordering interface.
  - Is 10 or less minutes away from the last order by time.
You got it!
Your order has been successfully submitted.

I'm done!  Order another meal
Order a meal

Choose a meal to get started

Breakfast
Ordered for Thursday

Lunch
Order by Thursday 3:46PM

Dinner
Order by Thursday 7:00PM
Thank you.

Michael Lilly, GetWellNetwork
CBORD will be at the Spring Symposium May 22-23. Stop by our table to learn more.
Questions?
Ready to learn more?

Contact Us

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