Project Title

Touch 2 Order: In-patient Meal Ordering System

A System that Produces Productivity

Project Lead and Members

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Organisation(s) Involved

KK Women's and Children's Hospital, Sodexo Singapore Pte Ltd

Project Period

Start date: Oct 2018

Completed date: Sep 2020

Aims

We aim to eliminate manual meal processes and to save resources by leveraging on a new meal ordering system to boost staff productivity and efficiency.

Background

See poster appended / below

Methods

See poster appended / below

Results

See poster appended / below

Conclusion

See poster appended / below

Additional Information

Singapore Healthcare Management (SHM) Conference 2021 – Merit Award (Operations Category)

Project Category

Care & Process Redesign

Keywords

Care & Process Redesign, Process Improvement, Manhour Saving, Time Saving, Safe Care, Healthcare Administration, KK Women's and Children's Hospital, Sodexo Singapore Pte Ltd, Touch 2 Order, Electronic Meal Ordering System, Operations, Food Service Assistants

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Singapore Healthcare Management 2021

Touch 2 Order

Inpatient Meal Ordering System

A SYSTEM THAT PRODUCES PRODUCTIVITY

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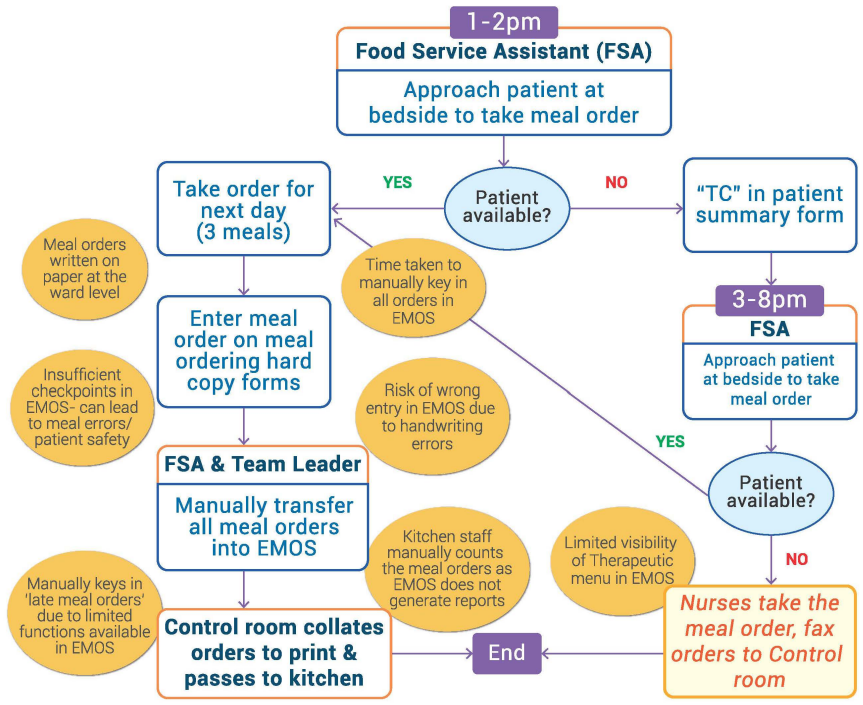
sodexo QUALITY OF LIFE SERVICES

01 INTRODUCTION

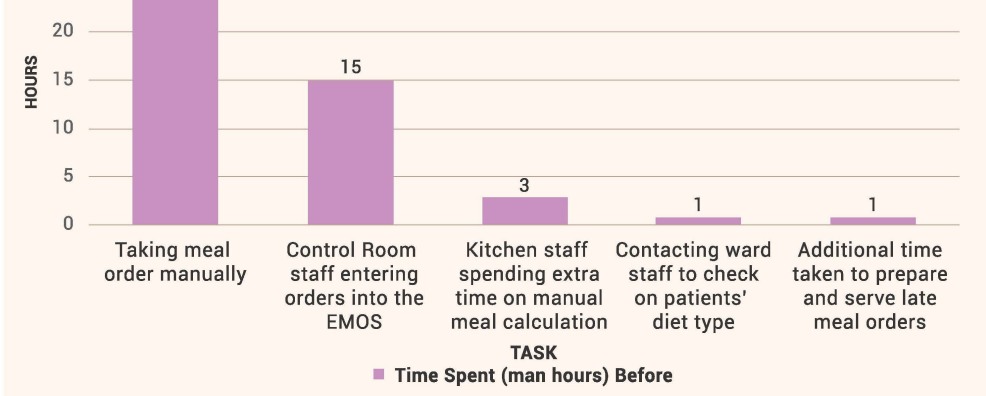
Meal Ordering system is a prudent system in a hospital's operational network. If this system, instead of adding value, adds considerable flaws to the processes and productivity, would you prefer it? We knew our system had areas of improvement and we wanted **ADDRESS IT !**



02 PROBLEM STATEMENT

Current Electronic Meal Ordering System (EMOS) involved lots of manual work including taking meal orders, transcribing those meal orders into the system, manual counting of meal orders for production and all this involved multiple staff intervention ranging from Food Servers, Nursing and Kitchen team(s). This led to ineffective and inefficient meal ordering processes, unnecessary wastage of manpower and even created opportunities for errors which could impact patients' meal safety.

We aim to eliminate manual meal processes and to save resources by leveraging on a new meal ordering system to boost staff productivity, efficiency.



03 METHODOLOGY

In order to combat the situation , the way was to devise a new electronic meal ordering system. This is called

Touch 2 Order (T2O)

04 RESULT

SIGNIFICANT IMPROVEMENT IN STAFF PRODUCTIVITY

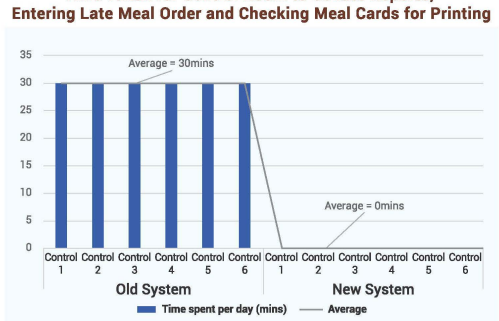
A) Phenomenal reduction in manual meal ordering process

B) Significant time savings for kitchen and control room staff

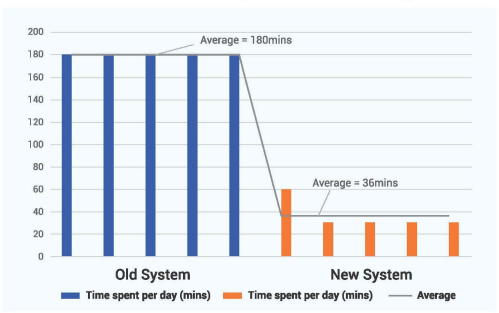
C) Better experience for nursing staff

Time Taken for Manual Meal Ordering

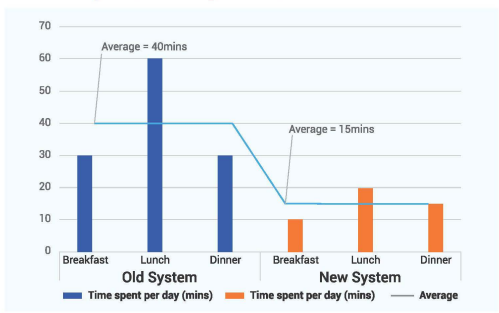
Time Taken for Control Room to Collate Reports, Entering Late Meal Order and Checking Meal Cards for Printing



Time Kitchen Staff Spent on Meal Counting



Time Spent Contacting Ward Staff for Diet Clarification



05 CONCLUSION

Previous In-Patient Meal Ordering System had major drawbacks that led to manual meal ordering and manual recording of diets, incomplete therapeutic information, no provision of recording late meal orders and so forth. All these gaps not only led to increased time spent in operating the system but also increased the risk of wrong, incomplete and/or no meal orders for the patients.

With these grave issues at hand, it was planned to devise a new enhanced upgraded and configurable meal ordering system which could not only closed the risk gap for the errors but boosted staff productivity and efficiency by automating the manual processes and considerably reducing the operating times.

The new system also looked into implementing safety net at critical points of meal ordering process so that nearly Zero-Harm to the patient safety can be achieved at all levels.