

PIONEERING HIGH-TECH IN-PATIENT FOODSERVICES AT A LEADING NATIONAL HOSPITAL

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As one of the nation's premier hospitals with a distinguished history dating back to 1864, Shanghai First People's Hospital's mission has always been to deliver the best healthcare to their patients.

In today's world, this no longer means only treating patients, but also protecting their dignity and creating an environment that provides comfort and psychological well-being to help along their recovery. Hot, nutritious meals tailored to specific dietary needs delivered at a timely manner that satisfies patients – this is an important part of such environments.

At Shanghai First People's Hospital's south branch, dining is compulsory for about 900 in-patients a day. Maintaining the highest efficiency rates while ensuring the very best user experience for consumer satisfaction is a daily challenge.



Initiating China's First Advanced IT Solution for In-Patient Meals

Sodexo, the foodservices partner of Shanghai's First People's Hospital south branch since 2006, perceived the gap in the China market to adequately meet this challenge. During the mid-2000s, most in-patients meals in Chinese hospitals were still being manually recorded, and there were hardly any IT solutions available.

Therefore Sodexo's Greater China team created one to meet the unique needs of the country's in-patients while drawing upon Sodexo's sophisticated software system used in the North American market.

The system consists of three integrated, real-time synchronized parts: the Hospital Information System (HIS), a smart tablet PAD and back office management. This means everyone involved is always on the same page.

Doctors, clinical dietitians, distribution staff and purchasers can all stay ahead of their in-patients' most up-to-date medical and dietary history, access their physical parameters, reduce service fault rate and improve service efficiency. This enables clinical dietitians and cooks to proactively design more customized, nutritious diets and the operations team to estimate and purchase orders more accurately from our award-winning raw food supply chain, which leads to healthier in-patients and less food waste.

Additionally, in-patients are empowered to take an active role in this daily routine. The clinical dietitians teaches in-patients about nutritional diets to enable them to live a healthier lifestyle, and distribution staff offers those able to eat normal food the lightweight, user-friendly PADs



as virtual menus with photos of actual meals that they can scroll through and choose themselves.

All the data – nutrient intake, specialized diets, ordering preference – are recorded and if the in-patient requests, they can get a nutrition analysis report and professional dietary advice upon discharge.

To guarantee the system's successful applicability and genuine practical value, Sodexo took more than a year identifying all the human-centered, logistical and management needs in this complex process.

The forward-thinking management of Shanghai First People's Hospital south branch decided to pilot this new system.

Improving Quality of Life and Organizational Performance

In both third party and internal surveys of in-patient meals, both patients' and employees' satisfaction rates have shown to exceed 85%. One such in-patient showed her appreciation with our food services directly: "The dishes are very tasty. Every day, the clinical dietician shares some knowledge with me and the caring staff sterilizes the dining table [for safety]."

Wang Xingpeng, Director of the hospital has frequently praised Sodexo's advanced management concept as it has greatly improved the efficiency of the ordering, and "enriched the dishes' variety and taste." And, after 8 years

of cooperation, he declares: "Now, it feels like we're not just a client and a service provider, but family members."

Clearly, this relationship works. In 2013, the Shanghai First People's Hospital was ranked first by the Shanghai Municipal Health Bureau in a patient satisfaction survey of all health providers in Shanghai.

But we don't rest on our laurels. Our IT solution will continually advance as we focus on progressive development, creative innovation, and shared processes and technology among our global markets. Because at the end of the day, our goal is simple: healthier and happier in-patients.