

# Gold Coast University Hospital Leverages Technology to Transform Patient Meal Ordering

Automation of the meal ordering system using Concentric Care Concierge has resulted in operational efficiencies, improved patient safety and an enhanced patient experience



“We use around 600 items in the kitchen and all of them are now linked with allergy warnings and therapeutic diet codes .... we can now manage the risks much better.”

Gold Coast University Hospital

↓ 10%

Reduction in Food Wastage

↓ 95%

Reduction in Meal Swaps

## Gold Coast University Hospital

GCUH is a major health facility located in Southport on the Queensland Gold Coast. The 750-bed medical facility offers secondary and tertiary level health care across more than 20 facilities with services including: specialist cancer and cardiac services, neurosciences, trauma and neonatal intensive care. Primary health services including child and oral health are also delivered from community settings.

### The Challenge

A manual meal ordering process offered patients limited meal choice and made it difficult to effectively manage patient diet and allergy risk. Paper-based meal orders were also often lost or incomplete, leading to a high level of wastage and meal swaps.

### The Solution

GCUH chose to implement digital meal ordering using the Concentric Care Concierge Meal Ordering solution integrated with the hospital's chosen meal ordering and management system. Patients order their meals using the easy to use, Hi-Med Patient Bedside Terminal; selecting from a customised menu the items best suited to meet their particular dietary or cultural needs.

### Clinical Outcomes



Improved Patient Safety



Improved Patient Experience



Increased Patient Satisfaction



Improved Operational Efficiency



Specific allergy and therapeutic meals can be prepared to match a patient's needs. Meals and patients are electronically tracked to ensure patients receive meals that are safe for them to consume.



Patients have greater choice and control over their meals; and the convenience of being able to place their order easily at the bedside, at a time that suits.



Electronic ordering has reduced meal swaps and lost orders, and has seen a reduction in food-related patient complaints.



Meal wastage has decreased by 10% with the introduction of same-day ordering significantly reducing meal duplication.