

THE GREAT JOURNEY

The Path We Are On, The Journey Ahead

AHF 2023
ANNUAL CONFERENCE
AUGUST 7-9 | ORLANDO, FL

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Leveraging Technology in Self Operation

Presenters

Dusty Cooper, MBA, CEC

Rohan Dhamane, MHA, PMP

Emily Glass, RD, LDN

Sarah Wechsler, MS, RD, LDN



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Johns Hopkins Health System

- Comprises six hospitals, ranging from 1100 to 260 beds
- Includes two academic hospitals and a children's hospital
- Presence extends across Maryland, DC, and Florida

Johns Hopkins Health System

During this session we will discuss how a multidisciplinary approach to technology can improve operations and patient as well as guest satisfaction.

Learning Objectives:

- Determine three benefits to using a managed order guide (MOG)
- Explore project management tools to enhance efficiency
- Learn about two different technological solutions for meal ordering

Managed Order Guide




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Challenges

- Excessive inventory
- Inconsistent product quality from campus to campus
- Product safety concerns
 - Allergens
- Cost discrepancies

Substitute Management

Master Product		PEARS, DICED -			Markets with No Available Products: 0	
	PRIORITY	LINKED PRODUCTS		PACK	AVAILABLE/ON ML	
Primary Product	<input type="checkbox"/>	1	 PEAR, DICED IN JUICE RANDOM SS PLASTIC CUP DOLE PACKAGED #5444237 Add Product Note	VMA 36/4 OZ	Available: 2 On ML: 2 View Stock Status	
Linked Sub	<input type="checkbox"/>	2	 PEAR, DICED BARTLETT IN PEAR JUICE CANNED CARBOTROL #6015622 Add Product Note	VMA 6/#10 CN	Available: 2 On ML: 0 View Stock Status	
Linked Sub	<input type="checkbox"/>	3	 PEAR, DICED NORTHWEST IN PEAR JUICE CANNED MONARCH-D #4328159 Add Product Note	VMA 6/#10 CN	Available: 1 On ML: 0 View Stock Status	

Master Product – Links primary product to approved subs, information is not displayed on the customer’s e-com site.

Primary Product – This is the product the customer normally orders.

Linked Sub – These are the customer approved subs. These will only show if the primary product is out of stock or unavailable to order.

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Managed Order Guide Setup

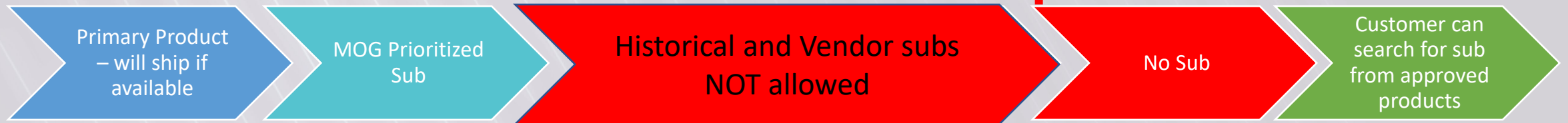
AUTO SUB

If a customer-approved stocked sub is available, it will be substituted automatically only after attempt to order original item.

- **Verified subs only**


EXCEPTION MANAGEMENT

If NO customer-approved stocked sub is available, the customer is notified and has the option to go through exception management to search for a sub.



1. When ordering, if products are out of stock, the restock date for the product is needed to determine next step.
2. The pre-approved sub will display below the product they are trying to order BEFORE submitting the order or no order will be placed.
3. Customer will see approved sub on the Order Confirmation page and in the Email Notification.

! Out of stock, will ship if available. Expected in-stock 06/01. Compare ▶

Unavailable Product					
	CHICKEN, BREAST SINGLE-LOBE 5 OZ BONELESS-SKINLESS RAW REF CVP PATUXENT FARMS #2725729	ML	\$132.84 / CS 4/5 LB	CS <input type="text"/>	Line 63
				Search for Subs	
Recommended Substitute					
	CHICKEN, BREAST SINGLE-LOBE 5 OZ BONELESS-SKINLESS NATURAL RAW IF PATUXENT FARMS #5874904 (was #2725729)	ML	\$109.19 / CS 15 LB	CS <input type="text"/>	Pack size is different.

Home • My Orders • Order Confirmation LEARN MORE

Order Confirmation

Thank you. Your order has been submitted

Order # 1234567890	Expected Delivery 4/30/2018	PO # 1234567890	Total \$131.93
------------------------------	---------------------------------------	---------------------------	--------------------------

Customer:
BC-BROKN ARRO#USF-BCBROK (33497140)

Last Updated by:
John Smith

Ship to:
40849 US HWY 6 EAGLE VAIL, CO 816200000

Special Instructions:
EAGLE VAIL WAREHOUSE

Submitted Order

Est. Order Total: **\$197.34**







	Ordered	Reserved
Cases	1	1
Eaches	0	0

[EDIT ORDER](#)

[CANCEL ORDER](#)

[View Order Details](#)

Sort By: Original

PRODUCT	PRICE	ORDERED	RESERVED	TOTAL
! Quantity exceeds available inventory. Auto-Subbed with product 151654. Will ship original if available.				
 Original Product APPETIZER, MACARONI & CHEESE GOUDA SMOKED BREADED PARFRIED FROZEN BITE El Pasado # 761452	ML   \$49.98 / CS 2/5 LBA	0 CS 0 EA	0 CS 0 EA	\$1222.50
 Auto-Sub Product APPETIZER, MACARONI & CHEESE GOUDA SMOKED BREADED PARFRIED FROZEN BITE El Pasado # 761452	ML   \$49.98 / CS 2/5 LBA	0 CS 0 EA	0 CS 0 EA	\$1222.50

Email Notification

Details of your order:

Location: #1 CHILD ENRICHMENT CTR (73932659)
 4401 WEST 9TH ST
 SHIP TO: GREELEY, CO 806342019
 US FOODS Testing1235

Ordered By:
 Special Instructions:
 Delivery Date: 07/31/2014
 Order Number: 657025
 Customer PO#: order7
 Order Guide: 0
 Order Status: Submitted with Exceptions
 Requested Delivery Date: 07/31/2014

Order Summary: Order includes Auto-Subs

Exceptions: 18
 Total Full Cases Ordered: 150 Reserved: 102
 Total Partial Cases Ordered: 0 Reserved: 0
 Total Line Items: 50
 Total Extended Price: \$3902.38
 Note: If original product becomes available, we'll ship it!

Auto-Substitution Detail							
Product Number	Description	Brand	Pack	Price	Ordered Full/Part	Reserved Full/Part	Extended Price
3181997	ORIGINAL PRODUCT MARGARINE, SOLID PARCHMENT REF SALTED	GLENVIEW FARMS	120/1 OZ	61.020061.02 CS	3/0	0/0	N/A
3181997	AUTO-SUB PRODUCT MARGARINE, SPREAD TFF TUB REF SALTED	SMART BALANCE	120/1 OZ	61.020061.02 CS	3/0	0/0	N/A

Order Detail							
Product Number	Description	Brand	Pack	Price	Ordered Full/Part	Reserved Full/Part	Extended Price
3340817	CHEESE, AMERICAN SLICED 160 COUNT TFF	GLENVIEW FARMS	120/1 OZ	61.020061.02 CS	3/0	0/0	N/A
3340817	EMPANADA, CHICKEN SOUTHWEST 1 OZ COOKED FROZEN APPETIZER	POSADA	120/1 OZ	61.020061.02 CS	3/0	0/0	N/A
3340817	COFFEE, GROUND FFC04FF91A17D01BANK INACT	GEVALIA	120/1 OZ	61.020061.02 CS	3/0	0/0	N/A

Benefits of a Managed Order Guide

- Product quality control
 - Built-in subs
 - Expedites ordering
 - Reduces need for communication in the moment
- Ingredient safety
 - Units cannot order non-compliant items
- Cost management
 - Realized savings have resulted in \$184,000 in savings
 - Reduced SKUs by 8,000 in first implementation

Project Management



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Challenges

- Regulatory environment
- Complex stakeholder landscape
- Communication and collaboration
- Time constraints and urgency

Smartsheet

- Project planning and scheduling
- Collaborative workspaces
- Task management and tracking
- Resource allocation and management
- Document and file management
- Reporting and dashboards

	At Risk	Task Name	Status	Assigned To	Start Date	End Date	% Complete	Duration
1	🔒	Project Apollo	In Progress		03/29/21	05/20/21	30%	39d
2	🚩	Project Apollo	In Progress					
3	🔒	Planning	In Progress		03/29/21	04/22/21	62%	19d
4	🚩	Project Kickoff	Complete	KC Kirk Gaskey	03/29/21	04/02/21	25%	5d
5	🚩	Activity 1	Complete	HM Henry McNeal	04/05/21	04/08/21	30%	4d
6	🚩	Activity 2	In Progress	JT June Taylor	04/09/21	04/19/21	100%	7d
7	🚩	Activity 3	Canceled	EN Example Name	04/20/21	04/22/21	75%	3d
8	🚩		On Hold	EN Example Name	04/22/21	04/22/21	0%	0
9	🔒	Execution	In Progress		04/22/21	04/30/21	0	6d
10	🚩		Not Started	EN Example Name	04/22/21	04/22/21	0%	0
11	🚩	Phase 1	In Progress	EN Example Name	04/23/21	04/27/21	0%	3d
12	🚩	Activity 1	Canceled	EN Example Name	04/23/21	04/23/21	0%	1d
13	🚩	Activity 2	On Hold	EN Example Name	04/26/21	04/26/21	0%	1d
14	🚩	Activity 3	In Progress	EN Example Name	04/27/21	04/27/21	0%	1d
15	🚩	Phase 2	Not Started	EN Example Name	04/28/21	04/30/21	0%	3d
19	🚩		Not Started	EN Example Name	04/30/21	04/30/21	0%	0
20	🔒	Monitoring	Not Started		04/30/21	05/10/21	0	6d

Food Safety Audit in Smartsheet

Key Features and Benefits:

- Tailored to our needs
- Centralized data storage
- Seamless collaboration
- Enhanced efficiency and accuracy
- Supplementing external audits

JHHS Kitchen Audit

This tool serves as an internal audit resource exclusively designed for Johns Hopkins Food and Culinary Services. It currently encompasses a list of the top priority audit items to ensure ongoing preparedness for external audits.

Auditor Name *

Location *

Date *

Proper use of food hierarchy in storage. (CRITICAL) *

- *Raw meat, poultry & seafood items should be stored away from or below fresh produce and ready-to-eat foods when in refrigeration or in the freezer once out of original sealed packaging.*
- *Raw food must be stored based upon the minimum internal cooking temperature that is required for each food.*
- *Foods should be stored in the following top-to-bottom order or back-to-front in chef's drawers & on cold lines:*
 1. *Cooked & ready-to-eat foods, including pasteurized shell eggs & liquid egg products*
 2. *Whole, raw seafood*
 3. *Whole cuts of raw beef & pork (uncooked bacon), raw shell eggs*
 4. *Ground, raw meats or minced fish*
 5. *Raw whole or ground poultry, combination items*

Fail



If fail, why *

Select or enter value

Benefits of Project Management

- Increased efficiency and productivity
- Documentation and audit compliance
- Scalability and flexibility

Conclusion

- Explore the possibilities of utilizing project management technology
- Embrace the power of project management technology

Patient Self-Ordering



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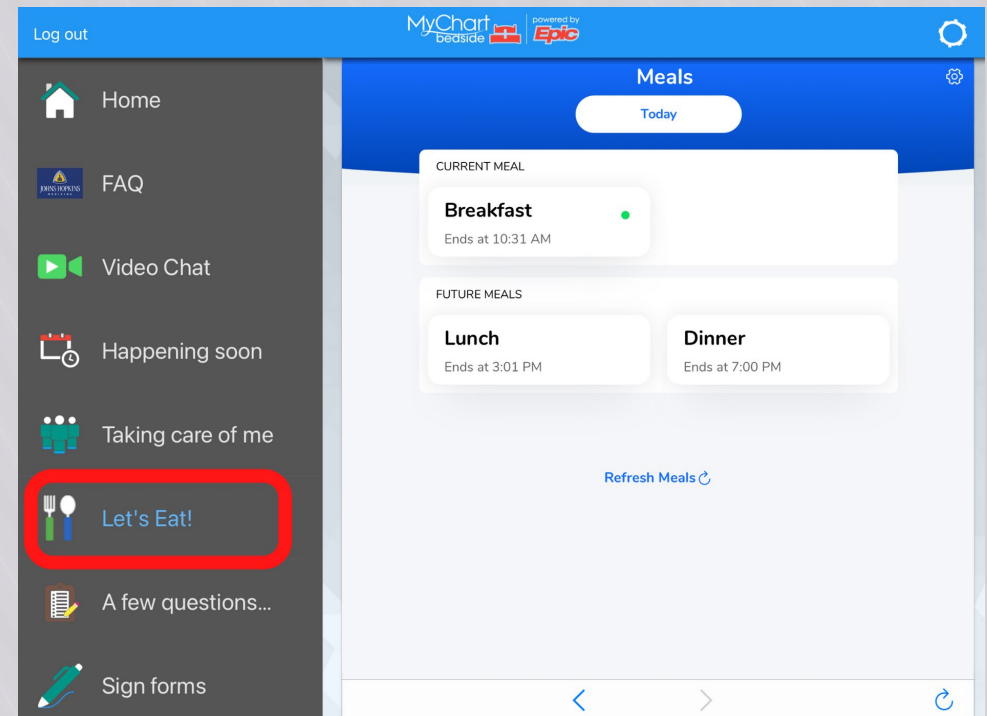
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Challenges

- Call center staffing and hold times
- Management of specialize menus
- Patient satisfaction

Let's Eat

- Patient self-ordering app
- Menu personalized to patients' individual diet/allergy order(s)
- Integrated within EPIC MyChart
- Available on hospital supplied tablet or patients' mobile devices



Let's Eat Ordering

< Back Categories **BS** Billy ▾

Carboh...
60 gm
left

Lunch

PASTA

Pastas (Choose up to 1)

Cavatappi Pasta 1 cup 34 gm Carbohydrates	Whole Wheat Penne 1 cup 35 gm Carbohydrates
--	--

Pasta Sauces (Choose up to 1)

Marinara Sauce 1/2 cup 13 gm Carbohydrates	Bolognese Sauce 1/2 cup 4 gm Carbohydrates
Pesto Sauce 1/4 cup 1 gm Carbohydrates	Alfredo Sauce 1/2 cup 9 gm Carbohydrates
Extra Virgin Olive Oil 1 tsp 0 gm Carbohydrates	No Sauce on Pasta 0 gm Carbohydrates
Message Sauce On The Side (MYO pasta) 0 gm Carbohydrates	

Meats (Choose up to 1)

Grilled Chicken Breast 1 ea 0 gm Carbohydrates	Grilled Shrimp 5 ea 6 gm Carbohydrates
Meatballs 5 ea 3 gm Carbohydrates	

Other Pasta Toppings (Choose up to 1)

Sauteed Zucchini & Yellow Squash 1/2 cup 3 gm Carbohydrates
--

[Order Summary](#)

< Back

Order Summary for Lunch

BS Billy

Delivery Time: 11:45 AM ▾

1 ▾	Whole Wheat Penne 1 cup 35 gm Carbohydrates	
1 ▾	Marinara Sauce 1/2 cup 13 gm Carbohydrates	
1 ▾	Meatballs 5 ea 3 gm Carbohydrates	
1 ▾	Sugar Cookie 1 ea 16 gm Carbohydrates	

Carboh...
7 gm
over

Over your limit for: Carbohydrates

[Place Order](#)

Let's Eat Benefits

- Over 140,000 trays ordered
- Decreased call center hold times
 - 2:46 mins (4/22) → 1:44 mins (4/23)
- 30% of meal trays being self-ordered at JHH (July 2023)
- Increased patient and staff satisfaction
- Decreased need for special diet menus
- Language accessibility

Meal Ordering Solutions

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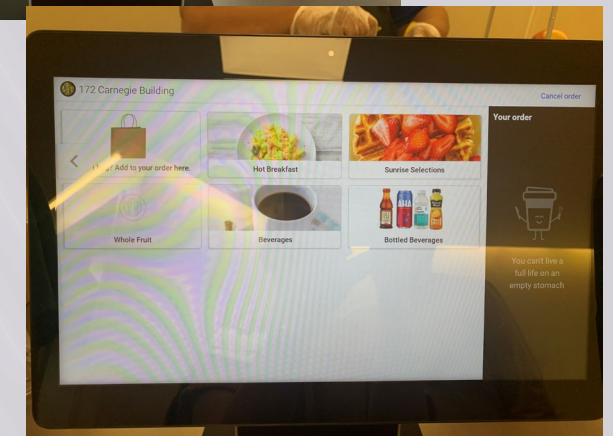
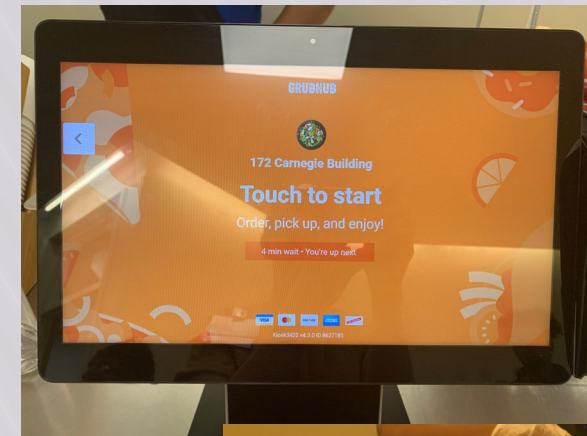
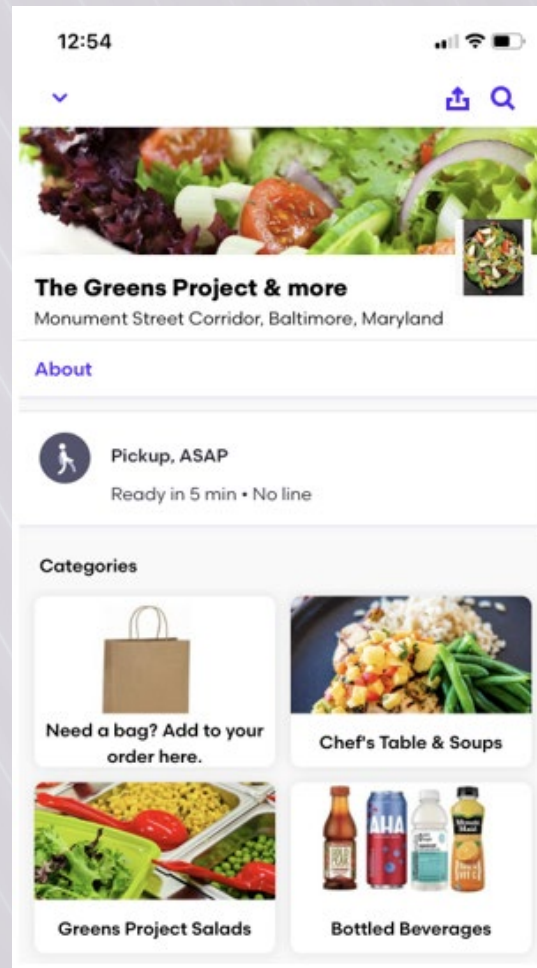
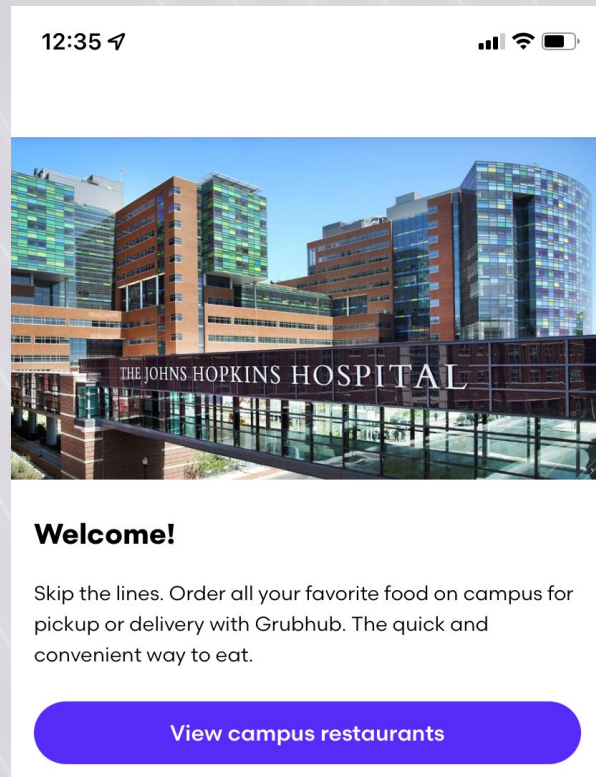
Meal Ordering Solutions

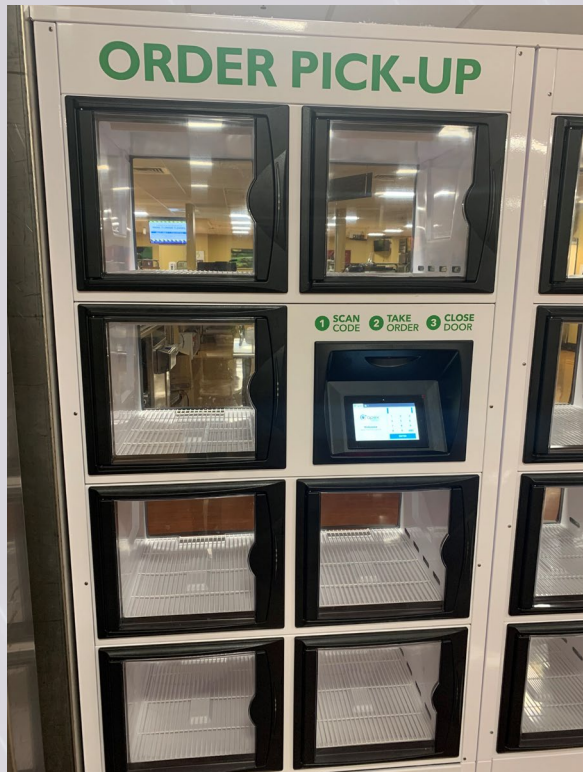
- Retail food ordering app
- Cash to card technology
- Remote assistance for call center

Challenges

- Contactless order and pick up
- Long lines
- Space constraints
- Staffing challenges – in almost every area

Retail Food Ordering





Your order

Pickup ETA
12:04PM Preparing Your Order

In the works

Campus pickup at
1800 Orleans Street [Get directions](#)

Locker instructions
Scan the QR code or use the code to get your food

674090

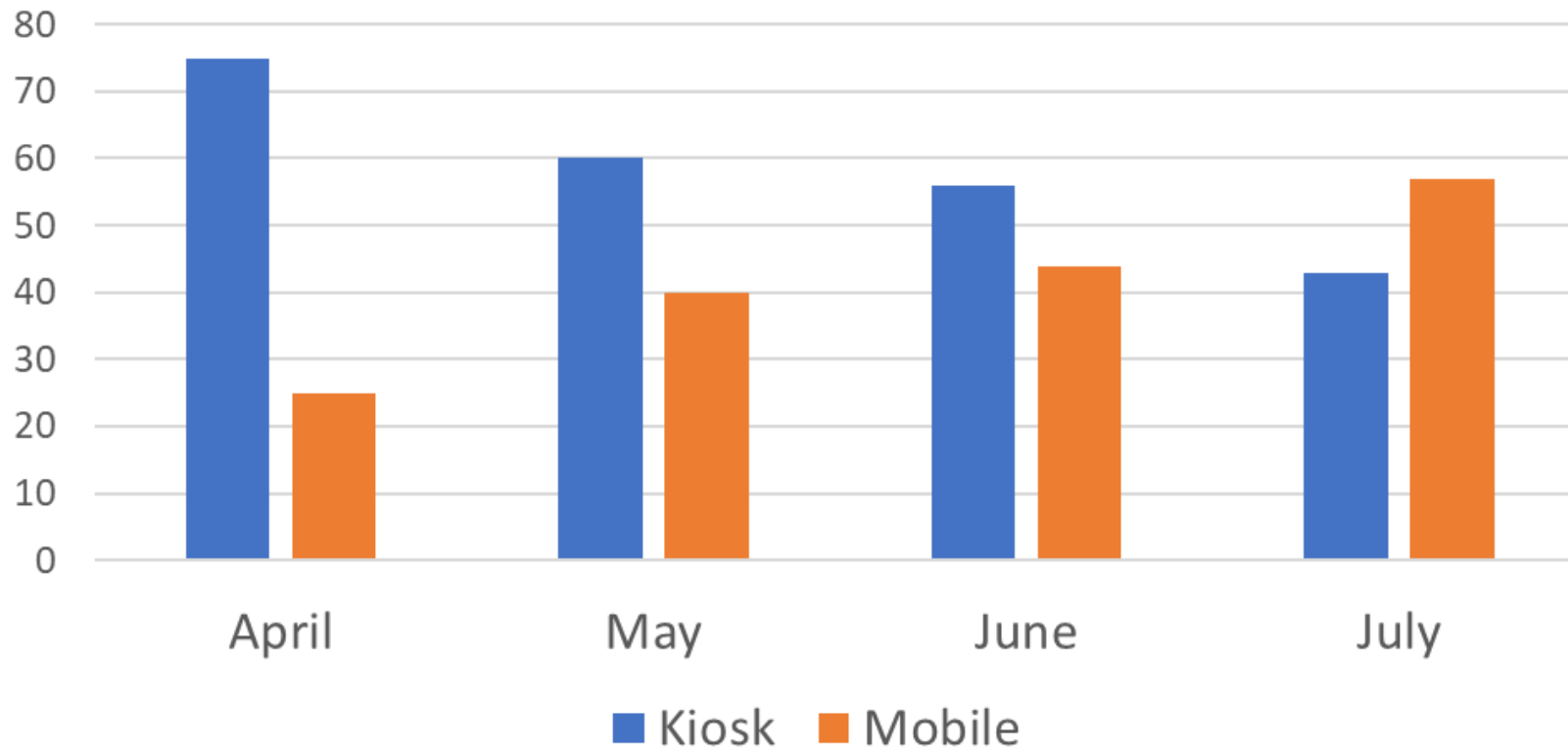
[View order details](#)

Need help with your order?

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Order Count by Service Type (average %)



Cash to Card

- Converts cash to Visa prepaid card
- Cards usable at kiosks or anywhere cards accepted
- Device company handles cash



Remote Call Center

- Avaya desktop agent
 - Call forwarding/other programs
- Cross training
- Health system support

Benefits

- Retail ordering app
 - Saves staff & visitors time
 - Potential increased sales
 - Improved customer service
- Cash to Card
 - Reduced footprint
 - FTE savings
 - Projected savings of \$150,000/year
- Remote call center
 - Patient wait times
 - Emergencies
 - Staff retention

Dusty Cooper, MBA, CEC
dcoope46@jh.edu

Rohan Dhamane, MHA, PMP
rdhaman2@jh.edu

Emily Glass, RD, LDN
eglass4@jh.edu

Sarah Wechsler, MS, RD, LDN
swechsl3@jh.edu



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