

# Implementing a Guest Tray Process Using Allen Technologies IPS To Improve Patient Satisfaction



El Camino Hospital is an acute-care, 443-bed, nonprofit and locally governed organization with campuses in Mountain View and Los Gatos, California. Key medical specialties include behavioral health, cancer, heart and vascular, men's health, orthopedic and spine, and the first Women's Hospital in Northern California. The hospital is recognized as a national leader in the use of health information technology and wireless communications, and has been awarded the Gold Seal of Approval from The Joint Commission as a Primary Stroke Center as well as back-to-back ANCC Magnet Recognitions for Nursing Care.

In 2009 El Camino Hospital selected the Allen Technologies Interactive Patient System (IPS) to improve the comfort, convenience, engagement, and safety of their patients. Each patient room was equipped with a television monitor, a networked PC, a pillow speaker, and a medical grade keyboard. The system's features were deployed in stages using software modules. The "go live" features included a variety of entertainment choices; movies on demand, local and DIRECTV in HD, access to the patient health education library, welcome and hospital information videos on demand, and internet access.

The second stage deployment added additional patient comfort and engagement features including the ability for patient's guests to order and pay for guest meal trays through the Allen IPS.

## Situation:

Prior to the implementation of the Allen IPS Guest Tray Module, El Camino Hospital identified areas for improvement in their existing Guest Tray ordering process. At the time, patients would push their nurse call button, which deployed nurses to the patient room to fill out meal order forms, which were then relayed to the kitchen. The process took nurses' valuable time away from their focus on patient's clinical needs, and sometimes resulted in erroneous and even lost orders. Additionally, El Camino Hospital could not accurately capture the cost of the guest trays. The process needed improving.

## Goals:

Specific areas identified for improvement included:

- Patient Satisfaction
- Clinical Staff Efficiency
- Order Accuracy
- Reducing Hospital Guest Tray Expense

## Solution:

El Camino Hospital developed a fixed menu of items available for guests that coincided with the hospital kitchen's schedules, much like a restaurant's hours for serving breakfast, lunch, and dinner. Using the pillow speaker and footwall television, patient's guests select menu items, delivery time windows, and pay for the food without having to ask for nursing staff assistance. The orders are sent directly to the hospital kitchen and the guest trays are delivered to the patient room by uniformed "hosts" dedicated to each nursing unit.

## Results:

In the first year of deployment of the Guest Tray module, there have been a number of positive outcomes:

- No reported issues with erroneous or lost orders.
- Patient satisfaction has increased because patient's guests no longer have to leave the patient room to have a meal.
- Nurses are able to focus on primary medical care, saving, on average, 5 total hours per month.
- The hospital no longer has to track and bill for guest trays, resulting in decreased operating expenses.

The process has been streamlined and both patients and nursing staff have been pleased.

## About Allen Technologies

Allen Technologies, the pioneer of interactive patient solutions for nearly 40 years, transforms the way hospitals engage, educate and entertain patients. Allen Technologies helps hospitals impact patient outcomes, improve patient satisfaction and achieve operational efficiencies. Allen's multiplatform interactive patient engagement system, delivered via television, tablet and bedside monitor, is a robust patient-centric portal for customized patient education, in-room comfort control, and entertainment. Allen is the leader in interactive patient engagement solutions for smart TVs. Allen's E3 Patient Engagement Solution integrates seamlessly with electronic medical records and system platforms including HVAC, housekeeping and food service systems. Learn more at [www.engagewithallen.com](http://www.engagewithallen.com), [www.twitter.com/allen\\_ips](https://www.twitter.com/allen_ips) or [www.facebook.com/allentechnologies](https://www.facebook.com/allentechnologies).

Allen Technologies, Inc.  
 2100 Kramer Lane, Suite 250  
 Austin, TX 78758  
 512/258-7019

[www.EngageWithAllen.com](http://www.EngageWithAllen.com)