

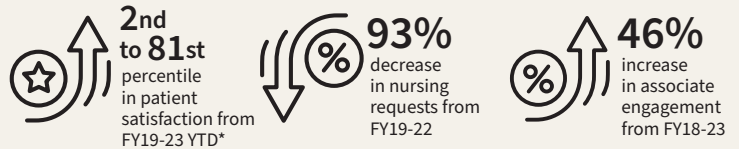
CASE STUDY

# Elevating the Experience at OhioHealth with Huron Rounding Technology

Huron Rounding technology enables managers to collect data through a consistent rounding strategy on patients, team members and clinical partners. Huron Rounding improves workflow efficiency, provides current and historical trend analytics, and consistently executes faster service recovery communication and resolution.



## RESULTS



## OhioHealth Central Ohio Hospitals

- Riverside Methodist Hospital – 1100 beds
- Grant Medical Center – 660 beds
- Doctors Hospital – 220 beds
- Dublin Methodist Hospital – 100 beds
- Grady Memorial Hospital – 150 beds
- Grove City Methodist Hospital – 45 beds

Compass One’s Patient Experience team identified a unit of focus based on feedback received from patients discharged from the Riverside Methodist Hospital mother-baby unit. OhioHealth’s nursing team feedback supported these findings, indicating opportunities to collaborate and improve the patient experience for a unit that delivers more than 6,000 babies per year. Compass One’s Morrison Healthcare Food and Nutrition Service team implemented the Huron Rounding tool to **1) Increase workforce productivity 2) boost patient satisfaction scores and 3) provide enhanced support to nursing staff.**

“ I am able to partner with my Morrison Patient Experience leader and request specific targeted reporting. Using analytics we make data driven decisions to improve patient satisfaction.

—Heather Buck, Senior Director of Food & Nutrition Services, OhioHealth System



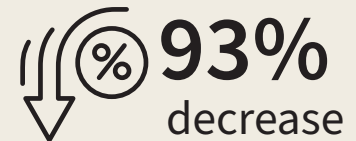
# Increasing Patient and Nurse Satisfaction by Measuring Food Service in Real Time

## How Huron Rounding Maximizes Efficiencies

### RESULTS

#### Solution 1: Relieves Nursing from Non-Clinical Work

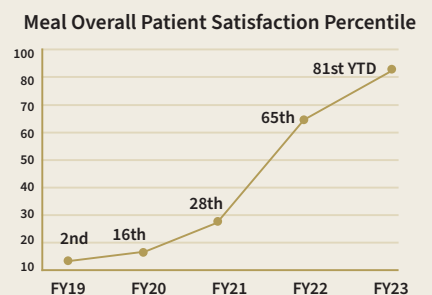
- Encourages collaboration of Patient Experience Managers, Patient Services Teams, Culinary and Clinical Nutrition Teams
- Allows patients the opportunity to communicate service needs directly to Food and Nutrition Services associates
- Decreases the amount of non-clinical patient requests; fewer patient service recovery requests helps keep nurses at top of license



- 93% decrease in nursing requests from FY19-22
- Source: Vocera

#### Solution 2: Provides Real-Time Insights

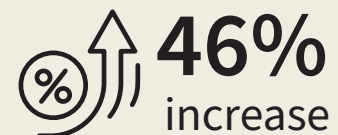
- Provides instant visibility into how patients respond to their meal service, allowing teams to solve service recovery issues
- Displays rounding trends, providing data that enlists targeted process improvement
- Impacts key satisfaction outcomes such as quality, temperature, accuracy, and courtesy



- Increase in overall Patient Satisfaction of Meal Service
- Source: Press Ganey

#### Solution 3: Promotes Outstanding Service

- Highlights valuable patient insights on frontline associate and overall department performance.
- Encourages associate accountability to consistency of program standards and quality care
- Provides recognition opportunities for associates exceeding expectations through courteous interactions, identified by patients firsthand



- 46% increase in associate engagement from FY 18-23.
- Source: Employee Associate Engagement Surveys

Maintain operational efficiency and redefine the healthcare foodservice experience at your hospital.

[www.compassonehealthcare.com](http://www.compassonehealthcare.com) • Call 1-877-427-6842 for sales/RFP related requests

