

## Lenox Hill Hospital's Press Ganey Scores steadily rise with CBORD's Bedside Menu Entry

### About

Lenox Hill Hospital, in New York, NY, was first established in 1857. Today it is one of Manhattan's top acute-care teaching hospitals, boasting just over 650 beds on the Upper East Side.

Not only does Lenox Hill Hospital offer its community phenomenal patient care and cutting-edge medical and surgical treatments, but it is also recognized as a leader in public health education and community outreach.

Specific clientele and a diverse patient population have kept Amy Lesh, Clinical Nutrition Manager, and Tom Dooley, General Manager and Director of Food and Nutrition Services, on their toes. For over fifteen years, the two have worked to hold the hospital's food service to the highest standards—creating top-notch menus and hiring executive chefs to enhance the patient dining experience.

A CBORD® client with Nutrition Service Suite® since 2004, Lenox Hill Hospital installed CBORD's Bedside Menu Entry (BME) system in May 2007 to help implement Sodexo's Personal Choice Dining meal program.

### Adding the Personal Touch

"In the hospital environment, the only thing patients have control over is their food," says Lesh. "Bedside Menu Entry has helped us give our patients better control—and has even added a personal touch to this kind of service."



Lesh reports that BME has greatly benefited the Food and Nutrition Services department by empowering employees, giving patients more choice and enhanced safety, and bettering relationships with the hospital's nursing staff.

Perhaps most importantly, it has been embraced by all staff as an excellent tool to make their jobs easier and more fulfilling.

"Our employees have really taken to Bedside Menu Entry," says Dooley. "They were excited to acquire a new skill by learning the system. And it is user friendly—easy-to-use—making them feel good about the job they're doing and the patients they serve."



### Results You Can See

Not only has morale risen for both patients and employees, but the department's Press Ganey scores have also improved. Dramatically, in fact.

*"We started with a raw score of 72.6, and rose to a raw score of 76."*

And there's more: "The system corrects itself if an item is not compliant with the physician-ordered therapeutic diet. So, we are not simply making our patients happier by serving them the food they want; we are ensuring their safety as well," says Lesh.

### Recipe for Success

Overall, the program at Lenox Hill Hospital has been a great success—resulting from both the use of CBORD's nutrition service solutions and the hard work of the hospital's team in providing excellent patient care.

"We experienced an easy transition to the system, which helped us quickly achieve our goals," says Dooley. "And CBORD tech support has been fantastic," says Lesh. "It is very easy to get the assistance we need, when we need it, allowing us to uphold the quality service for which Lenox Hill Hospital is well known in the community."

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