



Nutrition Service Suite®

For Healthcare Facilities

Dietary Automation Tools

With Nutrition Service Suite® (NSS) you can provide the best nutritional care to your patients, increasing their satisfaction while keeping them safe—cost effectively!

NSS gives your facility the tools needed to support both patient dietary and clinical nutrition services. Whether you're looking for clinically based hospital room service, enhanced bedside service, fully automated tray ticket management, production tallies, easily constructed menu cycles, advanced nutritional screening and assessment, or intake analysis/calorie counts, NSS has powerful tools to support today's complex healthcare facilities.

Key Components of NSS

- Diet Office Management System, featuring electronic card file, cycle menu planning, menu, tray ticket and label printing, and production tallies
- Room Service with web-based Tray Monitoring
- Bedside Menu Entry
- Nutritional Screening & Assessment
- Intake analysis for calorie counts
- Enteral Nutrition Support for tube-feeding orders
- Electronic ADT and Diet Order updates from hospital information systems

These modules have been developed to fully integrate with CBORD's food service production systems and allow customers to choose the functionality they want and need.

Eliminate Manual and Repetitive Tasks

Diet office management tools include a comprehensive electronic card file that is automatically updated with the latest diet order, allergy, admission, discharge, and transfer information via real-time interfaces. Staff can easily review and manage patient preferences, personalize diabetic/renal meal pattern goals, edit menu selections, and schedule supplement orders or nourishments.

NSS Prevents Mistakes

The system automatically substitutes compliant equivalents for non-compliant selections and automatically corrects to meet meal pattern goals.

Easy-to-read tray tickets with foods assigned to print zones that match your tray-line setup can be printed out, sorted by a variety of criteria, and pre-collated.

Tray tickets and labels include a choice of two patient identifiers to meet Joint Commission National Patient Safety Goals.

Comprehensive patient Card File record allows staff access to the complete diet order, allergy, and assessment history. Allergy and preference information is automatically carried forward upon readmission so nothing gets missed.

Track patients by acuity level or designated services with the flexibility of user-defined Protocols.

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Benefits of NSS:

- **Increases patient satisfaction**
- **Ensures patient diet compliance**
- **Promotes healthy food choices**
- **Improves patient nutritional intake**
- **Lowers overall food cost**
- **Supports an efficient work process**
- **HIPAA-compliant design**
- **Reduces plate waste**

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Room Service

Go beyond traditional food service by providing hotel-style room service to your patients and guests. Room Service from CBORD is a call-center room-service-automation system that can be added to extend your clinical diet office capabilities.

For those patients unable to place orders by phone, your staff may use a wireless tablet that allows them to easily take orders by visiting patients designated as "needing assistance." The system can even take orders for future meals and store them until a set time.

Equip your operation with comprehensive, clinical room service that is both easy to install and price competitive—not to mention popular with patients. It is a proven way to increase patient satisfaction, resulting in an increase in Press Ganey scores.

Bedside Menu Entry

For some operations, full-blown room service operations are just not practical. Bedside Menu Entry lets you redirect staff to do more direct patient contact. Face-to-face contact between patients and nutrition service staff improves patient satisfaction, while costs are controlled by the suggestive menu and personally tailored set of alternate choices.

Supports HIPAA Compliance

NSS supports your HIPAA compliance program with security administration tools that let you control which users have access to various system options and obscure sensitive patient data fields as needed. The system provides audit reports to track access and monitor user activities.



Convenient Options

- Print patient specific pre-corrected menus that eliminate items that patients dislike.
- Age-based menu templates let you adjust your offerings to meet the needs of your pediatric population separate from your adult population.
- Alternate language capability for menus lets you print the menu in the patient's primary language (e.g., Spanish) while the menu entry display is bilingual to support your staff.
- Global preferences let you schedule additions or substitutions for the entire patient population or for groups of patients according to their unit location.

Powerful Reporting

Standard reports get you the data you need with a click of a button. Along with production tallies, tray tickets, and labels, other key system reports include the following:

Distribution Tally Report												
Date: Saturday, May 16, 2009 Meal(s): B-L-D-HS												
Selected Criteria: Galley = EARLY, A, B, C, D, Test, LATE; Using Alternate Location:												
Prep Area: Bakery												
Menu Planning Group: Breads												
Item Name	Portion	Total	EARLY	A	B	C	D	Test	LATE			
Roll White	Roll	8	0	5	2	1	0	0	0			
Roll Whole Wheat	Roll	8	0	3	3	2	0	0	0			
White Bread Purreed	1 Slice	3	0	0	3	0	0	0	0			
Menu Planning Group: Dessert												
Item Name	Portion	Total	EARLY	A	B	C	D	Test	LATE			
Cake Chocolate Cherry	2 x 3 Sq	4	0	2	0	2	0	0	0			
Cookie Sugar Purreed	Cookie	1	0	0	1	0	0	0	0			
Cookie Sugar Fz	Cookie	3	0	0	2	1	0	0	0			
Pudding Bread	1/2 Cup	3	0	1	1	1	0	0	0			
Pudding Bread Diet	1/2 Cup	2	0	2	0	0	0	0	0			

- Census Report with Notes
- Diet Order Screening Report
- Diet Order Change Report
- Distribution Tally Report
- Menu Entry Audit Report
- Missed Meals Report
- Patient Cost Reports (various)
- Patient Meal Status Report

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