

## Jewish Hospital, Louisville, KY

### Perfect•Temp from Dinex Improves hot meal service with first-year savings of more than \$215,000!

Keeping hot food hot and cold food cold has always been the challenge in hospital foodservice. Added to that challenge in recent years has been the need to improve the bottom line through increased productivity and trayline efficiency. The Dinex® Perfect•Temp® system met that challenge recently at Jewish Hospital in Louisville, Kentucky, where the versatile conduction carts were chosen to modernize the foodservice operation.



Jewish Hospital is a 445-bed, tertiary care facility built in 1905. It is a four time recipient of the prestigious Consumer Choice Award as Louisville's most-preferred hospital. As part of the 35-hospital Jewish Health Care System, it serves 17,000 meals per day on site and also transports meals to the 110-bed Frazier Rehabilitation facility.



Jim Batts, Foodservice Manager & Larry Riff, Foodservice Director



Jewish Hospital, Louisville, KY

### The Challenge

Jewish Hospital was struggling with a labor-intensive, time-consuming bulk oven rethermalization system. Meal temperatures and quality were inconsistent, and patient satisfaction ratings were declining. Raising patient satisfaction by providing high-quality hot meals, while using fewer staff to prepare them, was the goal of Larry Riff, Foodservice Director and Jim Batts, Foodservice Manager.

Larry and Jim made it their business to identify the most efficient, cost-effective equipment to meet the Hospital's needs for:

- enhanced patient satisfaction
- reduced operating costs
- consistent hot and cold serving temperatures
- patient and staff safety
- compliance with Hazard Critical Control Points (HACCP)
- minimal maintenance and maximum durability
- minimal staff training

After evaluating available systems over a period of several months, the team selected the Perfect•Temp conduction tray system from Dinex International, Inc., headquartered in Glastonbury, Connecticut.



Janice Graves with the Perfect•Temp Cart by Dinex.

**Impressive Results!**

Perfect•Temp was installed, and the results were both positive and immediate. The facility was able to reallocate ten full-time employees. The quality of food served became consistently good, and patient surveys reflected far greater levels of satisfaction. Labor cost and improved productivity realized savings of over \$215,000 per year, while maintenance costs dropped dramatically to \$1,200 annually. Additional savings accrued from improved productivity and a low 2.9% food wastage.

Bottom line? Perfect•Temp from Dinex has proven to be a major cost-saving and technological upgrade, according to management and staff at Jewish Hospital. "I would recommend the system to any large hospital, and I invite them to see it in operation at the Jewish Hospital," stated Jim.

**System Benefits**

- HACCP compliance
- labor-saving efficiency with pre-programmed retherm of trays
- hot and cold temperatures preserved directly on the tray
- patient satisfaction with consistent food quality and flavor
- minimal training requirements
- ease of use and cleaning
- space-saving equipment design
- staff and patient safety

PROBLEM	SOLUTION
<ul style="list-style-type: none"> <li>• Maintaining Food Temperatures.</li> </ul>	<ul style="list-style-type: none"> <li>• Effective distribution of heat to keep hot foods hot while keeping the temperature of the cold food cold on the same tray.</li> </ul>
<ul style="list-style-type: none"> <li>• Serve food at proper temperature at satellite location half a mile away from hospital's kitchen.</li> </ul>	<ul style="list-style-type: none"> <li>• Allows hospital's staff to plate cold at kitchen and rethermalize on-site at new location.</li> </ul>
<ul style="list-style-type: none"> <li>• More efficient use of workforce.</li> </ul>	<ul style="list-style-type: none"> <li>• Only one shift is needed for meal assembly thereby reducing the number of people needed to prepare and serve meals</li> </ul>



**Dinex® System Solutions**

Dinex International Inc. is the industry leader in healthcare meal service products, trayline equipment and room service systems. Dinex products include high quality insulated ware and traytop accessories such as decorator traycovers, dinner napkins and menu forms. Trayline systems include stainless steel delivery carts, plate heaters, conveyors and refrigeration equipment. Dinex also provides the state-of-the art Smart•Therm™ Induction heating system and the Thermal•Aire™ and Perfect•Serv™ retherm systems for cook-chill. Retherm systems are handled by the Dinex Retherm Solutions Group. Dinex corporate headquarters are located in Glastonbury, CT tel: 800-523-9752

**Statistics taken from The Stokes Report, previously published on [www.foodservice.com](http://www.foodservice.com)**