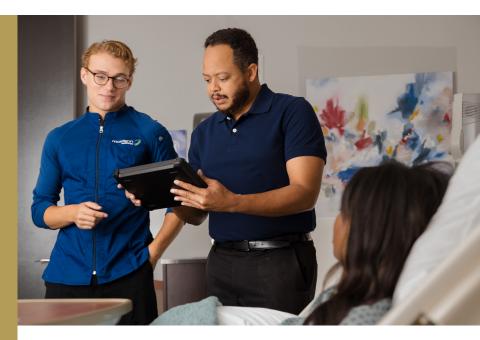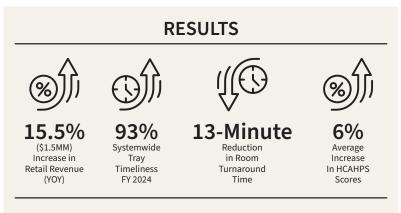**CASE STUDY**

Leveraging Technology & Standardization for Systemwide Operational Efficiencies

Prisma Health partnered with Compass One Healthcare to discover the transformative impact of technology in improving operations and enhancing the healthcare journey for patients and caregivers.

- 2,827 licensed beds
- 1.5 million unique patients
- 26,500 meals served daily
- 4.6 million sq feet cleaned daily

RESULTS

15.5%
($1.5MM)
Increase in
Retail Revenue
(YOY)

93%
Systemwide
Tray
Timeliness
FY 2024

13-Minute
Reduction
in Room
Turnaround
Time

6%
Average
Increase
In HCAHPS
Scores

THE OPPORTUNITY

Following the merger of two legacy healthcare systems, Prisma Health emerged with a shared mission — to improve clinical quality and expand access to care for South Carolina residents. **Historically, the 15 hospitals operated with a mix of in-house and outsourced solutions, leading to variations in service delivery. Prisma Health chose to consolidate its Food & Nutrition Services and Environmental Services (EVS) programs under a single strategic partner eliminating inconsistencies, enhancing operational efficiency, and improving service quality systemwide.** This transformation was designed to create a seamless support structure that optimizes patient care, streamlines workflows, and elevates the healthcare experience for patients, caregivers, and staff alike.

"

Leveraging technology to align our support services has been a turning point. Enhanced tracking, automation, and real-time reporting have allowed us to improve operational efficiency, elevate service quality, and create a better healthcare environment systemwide.

- Stephanie Leonard, Prisma Health Executive Director Ancillary Services and Informatics

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"Through standardization and technology-driven innovation, Prisma Health set the stage for a more responsive, high-performing service model that aligns with its commitment to excellence."
– **Jeff Moser, Compass One Healthcare VP Strategic Partner Alignment**

SOLUTIONS	RESULTS
Elevating the Retail Experience • Retail food operations play a vital role in meeting the needs of patients, staff, and caregivers while also generating revenue. • Prisma Health introduced new technology to enhance efficiency, control labor costs, and improve accessibility across the enterprise. By l**everaging InstaEat mobile ordering, Amazon Just Walk Out Technology, cashless kiosks, and Scan2Go, the retail experience has been enhanced** by reducing wait times for staff and expanding food options for 3rd shift staff and caregivers.	**15.5%** Increase in Retail Revenue (YOY) ($1.5MM)
Providing Timely, High-Quality Meal Service to Patients • Elevating the patient experience begins with **focusing on** timely, high-quality meals **tailored to individual preferences**. • **MyDining technology enables real-time delivery tracking** to ensure trays arrive within the appropriate timeframe which in turn, helps maintain proper food temperatures and supports patient satisfaction. • End-to-end process **visibility allows staff to monitor each step of the tray build and delivery process**, from printing meal tickets and assembling trays to final delivery. Areas for operational improvement are identified, **workflows are streamlined, and tray timeliness goals are consistently met**.	**93%** Systemwide Tray Timeliness FY 2024
Harnessing Technology to Improve EVS Operations • We initiated **a Task Management System to streamline EVS workflows**, track assignments, and provide real-time task visibility. • EVS managers leverage the system to **monitor task completion, address cleanliness gaps, and refine service** standards. • Performance benchmarks were established to set **clear expectations and reinforce accountability**. • This platform **allows for staffing adjustments in real-time** to align with workload demands.	**13-Minute** Reduction in Room Turnaround Time
Raising Cleanliness Standards Through Innovation and Engagement • EVS rolled out High-Profile Cleaning (HPC) and Positive Impressions—which combines **standardized cleaning protocols and meaningful patient engagement to address both the reality and perception of clean**. • Our **HPC Certification** program **validates** that EVS staff meet competency standards, **elevates** their role, and **reinforces** the importance of **workflow consistency**. • Benchmarks captured in the **Task Management System assess productivity and identify compliance gaps**. • **Real-time audits capture teachable moments**, allowing staff to immediately reinforce proper protocols; employee recognition programs reinforce cleanliness goals.	**6%** Average HCAHPS increase at locations using HPC