

Room service boot camp crunches...the bottom line!

Enter cost projections directly into the fields below to establish a complete budget scenario. Some of these values are tabulated results from other sections in this analysis form. Other calculations will be necessary based upon the specifics related to your institution. The final result should illustrate what your current costs are compared to what your expected costs may be for the room service system. Determining your time for “Payback” or your “Return on Investment” will be an important component of your presentation. Another factor to place a value on is the expected increase in customer satisfaction. How much that is worth in the scheme of things may be a key factor for approval of this program.

Basic financial information	Enter a result	Notes
What is your initial budget projection?		
Is funding available?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
How much funding is available?		
Will this be “Phased In” over two or more years?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
What is the impact of a “Phased In” approach?		
What is your current cost/patient day?		
What is the expected cost/patient day on room service?		
Establish your ROI		
What will it cost your department NOT to convert?		
Other:		
Other:		
Other:		



Line-item funding & expenses	Costs	Notes!
<input type="checkbox"/> Training		
<input type="checkbox"/> New hires		
<input type="checkbox"/> Call Center Costs/Expenses		
<input type="checkbox"/> IT Costs/Expenses		
<input type="checkbox"/> Menu printing		
<input type="checkbox"/> Marketing materials		
<input type="checkbox"/> Menu development		
<input type="checkbox"/> Kitchen equipment		
<input type="checkbox"/> Delivery equipment		
<input type="checkbox"/> Misc equipment		
<input type="checkbox"/> Management/Project time		
<input type="checkbox"/> Practice sessions		
<input type="checkbox"/> Uniforms		
<input type="checkbox"/> Human Resources		
<input type="checkbox"/> Service wares/upgrade		
<input type="checkbox"/> Extended hours of service		
<input type="checkbox"/> Consulting fees		
<input type="checkbox"/> Travel & expenses		
<input type="checkbox"/> Equipment installation costs		
<input type="checkbox"/> Design/Engineering services		
<input type="checkbox"/> Other:		
<input type="checkbox"/> Other:		
<input type="checkbox"/> Other:		
<input type="checkbox"/> Total Budget Projection		



Measuring results!

Reports! Lots of 'em! First and foremost, you want to show that you are achieving the objectives you outlined. Patient satisfaction will likely be the #1 factor to quantify. Productivity calculations emanating from the call center or whatever protocol you employ to collect menu selections will be tracked. If you have dietary software in place you will have numerous automated reports at your disposal. If you are using manual systems, you will need to allow for staffing to keep them up to date!

Being able to show comparative analysis to a time when you did not have room service is an important measurement factor. Also, once the system is in place, comparing “This Time Last Year” statistics will confirm if have been successful in achieving your goals.

Select the items that you want to monitor as well as the items that will be important to declare in your presentation to administration.

Basic reporting	Status	Action plan
<input type="checkbox"/> Patient Satisfaction	<input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> Cost per/meal	<input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> Cost per/day	<input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> Average time to complete an order	<input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> Average time to process an order	<input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> Average time to deliver an order	<input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> Number of patients who order through the system	<input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> Number of patients who did not order though the system	<input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> Average number of calls placed on “Hold”	<input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> Average time on “Hold”	<input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> Calls per Nursing Station	<input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> Calls per hour	<input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> Dropped/Abandoned calls	<input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> Diet order mix	<input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> Longest “Hold” time	<input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> Press Ganey	<input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> Benchmarking - Other	<input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> Other:	<input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> Other:	<input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> Other:	<input type="checkbox"/> Yes <input type="checkbox"/> No	



Getting approval!

You completed all of the required research and it's time to take action. Put on your "Marketing Hat" and create your presentation for administration and ancillary departments. Consolidate all of the information from the previous sections to build your presentation.

Consider some of these suggestions to incorporate into your presentation.

Presentation options	Action plan
<input type="checkbox"/> Ask for assistance from your marketing/PR Department	
<input type="checkbox"/> Use flip charts and/or a Power Point program for your presentation	
<input type="checkbox"/> Illustrate the "Flow of Service"	
<input type="checkbox"/> Illustrate budget/cost projections	
<input type="checkbox"/> Provide magazine articles and industry case studies	
<input type="checkbox"/> Illustrate trends in patient satisfaction scores	
<input type="checkbox"/> Outline your comprehensive plan	
<input type="checkbox"/> Building your own Brand!	
<input type="checkbox"/> Identify the key players in your organization who will help make this happen	
<input type="checkbox"/> Present your project plan and timeline	
<input type="checkbox"/> Make the presentation to your Board of Directors	
<input type="checkbox"/> Allow key management to order a room service meal for the experience	
<input type="checkbox"/> Have staff on hand in uniform	
<input type="checkbox"/> Have a display of your updated tray service	
<input type="checkbox"/> Provide copies of your room service menu	
<input type="checkbox"/> Other:	
<input type="checkbox"/> Other:	
<input type="checkbox"/> Other:	
<input type="checkbox"/> Other:	
<input type="checkbox"/> Other:	
<input type="checkbox"/> Other:	

