CGI AROMI

Improving food quality and safety with an intelligent food service solution

Enhancing the Healing Impact of Hospital Food

CGI

Scientific studies reveal the importance of food quality to the healing process of patients in addition to maintaining general wellness. However, hospitals and other healthcare facilities face obstacles in preparing nutritious and appetizing food for their patients efficiently and cost-effectively.

Introduction

The primary obstacles are cost pressures and limited budgets. Other common challenges include a lack of transparency related to meal nutrition and food safety risks, and excessive food waste. All of these obstacles require a more systematic, digital approach to enhance food service delivery and improve patient outcomes.

Since 1986, CGI has helped healthcare organizations deliver nutritious meals to patients. CGI Aromi, an innovative food service enteprise resource planning system, leads the market in Finland, providing more than 150 million meals annually through 100 healthcare organizations. Now CGI Aromi is available to healthcare organizations across the globe.

As the hospital food service industry becomes increasingly complex, experience-based management is no longer sufficient. Applying a data-driven approach to food services, CGI Aromi offers relevant data to healthcare professionals in real time, enabling them to make more logical and efficient decisions in food planning, preparation and delivery.

Healthcare organizations can integrate CGI Aromi with their digital records and follow patients from emergency medical care to home care and service communities. Further, they are able to deliver appropriate nutrition, along with autonomy and choice to patients and their caregivers with respect to meal programs.

With CGI Aromi, patients also are freed from worrying about receiving meals that do not take their dietary needs into consideration. Moreover, clinical staff can steer their focus more toward providing the care patients need.

Food-related challenges for healthcare providers

Hospital food service providers must deal with a multitude of details—and oftentimes with a restricted budget. Further, they need to minimize food preparation time and production costs, as well as avoid unnecessary food waste.

Studies reveal the most important factors in enhancing patient satisfaction with hospital food services. These include improving the type and quality of food served, food menus and the overall meal-ordering process.

Food quality and safety

To prepare high-quality meals, instructions with detailed ingredients and preparation steps are key. However, meal information for patients related to allergens, special ingredients, and nutritional values may not be available to hospital food service providers. In addition, modern healthcare environments require that patients have a variety of safe meal options, while ensuring that their choices comply with hospital and patient-specific requirements.

Studies reveal that hospital food service providers are challenged in consistently assessing for nutritional adequacy and patient satisfaction. Even though a majority of hospital food service providers solicit patient satisfaction feedback, many must balance budget and labor issues with nutritional adequacy and patient satisfaction.

Food waste

Food waste is another key challenge for hospital food service providers. Factors such as personal preferences, dietary restrictions, poor appetites or feeling unwell often lead to food waste. In contrast, flavorful food and a large variety of healthy meal options can have a positive impact on patients' food intake.

In addition, studies show the effect of appetizing, nutrition-rich meals is crucial in terms of recovery, resulting in shorter hospital stays and significant savings.

Complex processes and systems

For organizations serving food, everything begins with planning menus for diners. Food services must take into account various standards regarding food quality, quantity and cost. The amount of information and number of guidelines that must to be considered can be overwhelming.

Managing food and diets for patients often requires juggling many different systems and applications from within a large and complex IT ecosystem. Acquiring new systems can be difficult and expensive, and require staff adoption and training.

CGI Aromi improves hospital food service processes

CGI is at the forefront of helping healthcare organizations improve the quality and delivery of their food services. Our conviction is that hospital meals can be appetizing, while providing necessary nutrients to support patient recovery, as well as the wellness of visitors and hospital personnel.

CGI's philosophy is to arm food services personnel with relevant, real-time data that can be used as a foundation for effective decision-making. Adopting modern digital tools and a data-driven management mindset delivers many benefits.

CGI Aromi is an end-to-end solution that supports all food service processes in the healthcare industry. It is a digital platform for enhancing food safety and transmitting meal information to diners seamlessly.
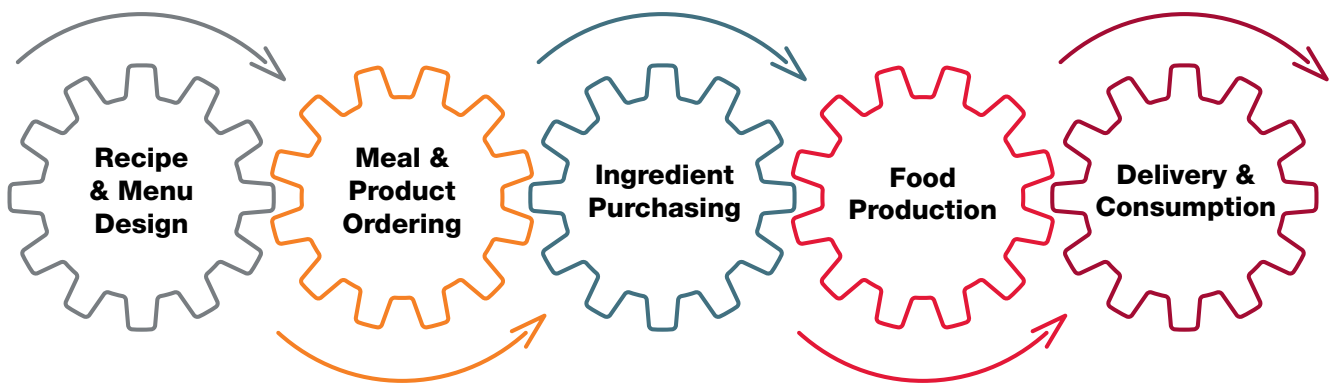

Figure 1: Food Production Processes Supported by Aromi

Automation

Food service kitchens are time-intensive environments that involve many routine processes— from developing menus, to calculating recipe prices and nutritional information, to purchasing ingredients. Performing these processes manually contributes to decreased productivity in a busy and

time-sensitive environment. CGI Aromi automates all of these processes and offers users a simple and easy-to-use interface. All processes in CGI Aromi are connected with input data flowing into all parts of the system, which decreases the time and effort for completing tasks.

To ensure every diner receives a meal, the number of required meals, depending on the number of patients, are automatically ordered according to predefined metrics. Because a hospital environment can be fast changing, staff can make modifications to default orders by updating the required number of meals as needed.

If patients or visitors are allowed to make orders themselves, their orders will override automatic orders. With CGI Aromi, staff, diners and visitors order meals and other goods through a simple ordering portal. Moreover, CGI Aromi supports mobile devices, making bedside ordering comfortable and easy.

Versatility

CGI has invested heavily to ensure that integrating different software applications into CGI Aromi is easy. CGI Aromi is a highly customizable system that supports a variety of kitchen models. A centralized, decentralized or a hybrid model does not conflict with CGI Aromi because the solution can be configured to serve a variety of needs.

Cost-effectiveness

For large food services that deliver food to multiple locations, central management is a prerequisite for cost-effectiveness. However, many food services manage a number of unique kitchens, and enforcing standardized management practices creates challenges.

CGI Aromi is designed around intelligent central management. This type of role-based management model provides enough flexibility for independent locations, while retaining centralized planning benefits, including cost-efficiency and quality. Local kitchen personnel have the ability to make daily adjustments regarding production amounts to ensure every diner receives the right meal.

CGI Aromi benefits

- Efficient production and delivery of healthy meals that are rich in nutrients

- Increased patient food safety and transparency

- Significant decrease in meal costs

- Decreased time and effort due to automation

- Data-driven decision-making

- Easy deployment and integration with other software

- Environmentally friendly

Safety and transparency

Patient safety and confidentiality are built-in features of CGI Aromi. When a patient is admitted into the hospital, user credentials are created in CGI Aromi, and the electronic health record system supplies specific dietary requirements, which will be accounted for in patient meal plans. Since patients' nutritional needs might substantially vary during their stay, nursing staff are able to alter these requirements quickly and easily.

CGI Aromi notifies staff if the day's standard meal is not suitable for certain patients. This information is conveyed to the kitchen staff who resolve potential issues during the production stage. CGI Aromi pays special attention to food that may cause an anaphylactic shock to a patient.

CGI Aromi also provides diners with an online menu to review meal information allergens, ingredients and nutritional values.

Environmental considerations

CGI Aromi also helps organizations achieve their environmental goals. CGI received the Climate Action Top5 award from the Helsinki Climate Partners for supporting food services in the fight against climate change by contributing to a significant reduction in food waste in the industry.

"By deploying Aromi, we have been able to improve our services, optimize operations and save costs. In particular, we have achieved savings due to the digital processing of all orders in the system."

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About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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