

Case Study

Client: South Shore Hospital

The Client

South Shore Hospital (SSH), located in South Weymouth, MA provides acute, outpatient, home health and hospice care for the residents of Southeastern, MA. They employ approximately 3,000 employees and 500 volunteers.

The Problem:

- ❖ The cafeteria was receiving phone calls at the last minute for catering requests. This was causing problems with the staff unable to have food at their meetings or insufficient amounts of food. The dining staff was left running around trying to find extra food and/or unable to fill orders.
- ❖ The daily menu was only available to employees who had access to the “old” computer system, which meant computer operations only. This also meant that someone in the computer room would have to print out the menu on a weekly basis. Unfortunately, the menu was only pinned to the bulletin board outside the main computer room, so if you weren’t in that part of the hospital, you didn’t see the menu. Therefore, if you wanted to know what the special of the day was, you had to call the cafeteria.
- ❖ The dining room needed a way for employees to put in a catering request ahead of time versus ordering food that morning. They contacted the IT department and wanted to know if this was something they could do. The IT director sent his Lotus Notes Consultant to meet with the department head for the dining room.
- ❖ The “cafeteria” wanted to be known as the “Dining Room”

The Solution:

Robin G. Lassman got the dining room up and running in 7 days! She built a database using Lotus Notes that utilized all the forms the cafeteria was using; a catering request for similar to the paper version, the weekly menu and various views. The views allowed anyone who requested a special food order to check the status of their order, and the menu could be seen either as the special for the day or displayed by the week.

This database was setup for all employees in the hospital to have access but with limitations to who could create forms.

Once the database was setup, the kitchen staff was trained how to use it for incoming orders as well as inputting the menu. It was named “The Dining Room”, and an email was sent out to all the employees of South Shore Hospital to use.

Case Study

The Success:

The database proved to be the number one database accessed throughout SSH. It worked out well as training for using Lotus Notes databases. It allowed the IT department to bridge the gap between the senior employees (age 50+) and their fear of computers. This one database also paved the way for other departments to realize the potential to have their own databases developed.