

# Aladdin Temp-Rite®

## Convect-Rite™ III: A hit right out of the box.



### Location:

The Fort Hamilton  
Hospital  
Fort Hamilton, Ohio

### System Implementation:

Convect-Rite III  
(12 docking stations)  
January 18, 2004

### Type of Facility:

Acute Care

### Previous System:

Pellet

### Bed Size:

175

### Contact:

Gail Clements,  
Food Service Director

### Patients Per Meal Time:

130



Bringing new efficiencies to healthcare foodservice operations has often come at the cost of meal quality. With advanced technology – such as Aladdin's Convect-Rite™III cook-chill system – that's not the case. In fact, meal quality actually improves. Along with that, of course, comes higher patient satisfaction scores. Add the real dollars saved in labor costs, and it's easy to see why Convect-Rite III may quickly become the system-of-choice for today's healthcare foodservice teams.

Even with the very first Convect-Rite III installation, the benefits were immediately evident. Convect-Rite III has so revolutionized meal service delivery at The Fort Hamilton (Ohio) Hospital, that food service director Gail Clements, M.S., R.D., L.D., goes so far as to say, "Next to my family, I love Convect-Rite III."

Each foodservice operation has its own unique challenges. Aladdin's broad range of innovative meal delivery solutions and over three decades of industry-specific experience enable it to work with foodservice directors, dietitians, and administrators to implement systems that are efficient and cost-effective.





At The Fort Hamilton Hospital, the foodservice department was hampered by an aging, inefficient system. The meal preparation, assembly, and delivery process were cumbersome, requiring too much staff, and meal quality was being compromised.

The foodservice team, led by Gail Clements and Rohn Vickers, R.D., M.B.A., corporate director of Health Alliance Food and Nutrition Services, began looking at advanced technology to improve meal quality and to improve the skill mix of their production personnel so they “wouldn’t have to track as many cooks.”

Aladdin was their choice from the very beginning. They originally looked at the Aladdin conduction system, Temp-Rite® II Excel, because other hospitals in their system were successfully using it. Coincidental to their search, Aladdin was introducing Convect-Rite III, a new state-of-the-art convection cook-chill retherm system. After a trip to Aladdin’s headquarters in Hendersonville, TN to see it in operation, Gail came back and said, “This is what we want.”

Becoming the first user of any new system is not without risk. But because Gail and Rohn had the confidence in Aladdin’s expertise, service, and customer support as a result of the experience of other hospitals in the Alliance, there was no hesitation about becoming an “early-adopter” of Convect-Rite III. The system is built in the United States, and they knew they would have better support and service. That





has proved to be true. Gail says, "I can't say enough positive things about the support from Aladdin during the start-up, implementation and afterwards. I call, and the support people are here in under an hour. There's always someone available. Aladdin answers our questions and finds solutions."

But what impressed Gail most during this process was that, in her words, "Aladdin wasn't just trying to make a sale. They are a family and they wanted us to be part of the family. We knew Aladdin was really going to make this work for us. It was a partnership from day one."

After six months in operation, the results have been overwhelmingly positive. Convect-Rite III has enabled The Fort Hamilton Hospital foodservice department to reduce its overall labor component – and its expense. And the food quality, according to the patients, has improved.

Gail says, "Everyone says the cold food is cold and the hot food is hot. We know in our hearts that if the temperature is better, the quality of the food is better."

Better meals with labor cost-savings and increased patient satisfaction. Aladdin makes every meal ...better by **degrees**.

"Because of our experience with Aladdin, we had no hesitation about being the first."



**Aladdin Temp-Rite®**