



Temecula Valley Hospital

Temecula Valley, CA

Overview

Temecula Valley Hospital is a 140-bed hospital located in Temecula Valley, CA. TriMark Raygal was responsible for the redesign and rebuild of its foodservice operations. Unlike many traditional foodservice projects, TriMark Raygal came into this project during the pre-construction phase of the project.

The total project cost was about 40% less than similar hospital foodservice projects because TriMark Raygal implemented Integrated Project Delivery (IPD). IPD is a collaborative process in which engineers, architects, kitchen designers, engineers, and foodservice consultants collaborate before the project

“There’s a better way to do design-build projects, and TriMark Raygal is leading the way with Integrated Project Delivery,” said Eric Smith, Vice President of TriMark Raygal.



Challenges

- Reduce change orders
- Transition from tray service to room service style dining
- Create an efficient system for how products flow in and out of kitchen

Solution

This \$140 million foodservice project was completed with only one change order. This is nearly unheard of, especially for a project of this size and scope. Eric Smith, Vice President of TriMark Raygal, said this simply would not have occurred without using IPD. “The process of IPD eliminates wastes almost entirely. TriMark Raygal built this project without a single RFI (request for information). By using IPD, we were able to resolve issues quickly and easily, and the project got completed much earlier than a traditional hospital foodservice project.”

In IPD, decisions are made unanimously. Team members work in an atmosphere of open sharing and collaboration. Team success is tied to project success. “We make informed decisions based on what’s best for the customer. We resolve issues quickly and easily,” said Smith.





Dining Solution

The hospital wanted to move from the old tray line system into a personalized tray service program. In the traditional tray line model, meals were prepared in bulk and loaded onto meal carts—about 20 trays per cart. Meals were served to all patients at three designated times per day. “When the patients got their food, it usually wasn’t warm. It just lost some of its quality,” said Smith.

In the new room service style of dining, patients choose from a selection of about five different meal options, which have been pre-approved by a nutritionist. Patients also determine what time they would like to eat. “It’s much like a hotel. You get to eat what you want, when you want it. This model is taking over the country,” said Smith.

Offering choices helped increase patient satisfaction significantly. This new approach to hospital foodservice called for other changes as well. The hospital trays received an upgrade, along with the china and silverware. The meals even arrived with a small bud vase. “The whole presentation had a much nicer look and feel,” said Smith.

Meal Delivery Solution

This approach to hospital foodservice called for a new meal delivery system. TriMark Raygal created a way to ensure meals were delivered at the proper time, temperature and quality. When meals are prepared, an egg timer is set. When the timer rings, the trays are loaded onto a small meal cart that holds about seven trays, as opposed to the traditional 20-tray cart. Covered trays are kept warm by heated pellets. “The food arrives fresh and hot. When it’s designed correctly, there’s a real cost savings and very little waste,” said Smith.

Value Stream Mapping Solution

To increase efficiencies in the kitchen, TriMark Raygal implemented value stream mapping. Value stream mapping is a diagram of how products flow through the kitchen. The map designates where products are received, where the food is prepped, how it gets delivered to the patients, and finally, how soiled trays come back to the dish room. Value stream mapping allows the kitchen to expedite production in as little steps as possible. TriMark Raygal’s system was so effective that it became part of the hospital’s operations manual.

Results

- Project delivered at 40% below cost
- Reduced food waste while increasing quality and patient satisfaction
- Increased productivity through value stream mapping

“There’s a better way to do design-build projects, and TriMark Raygal is leading the way with Integrated Project Delivery. It saves the customer time, money and creates huge value for the customer,” said Smith.