

smart care success story

Regions Hospital



Regions
Hospital



smart
care®

healthy meals, happy patients: how regions hospital achieves kitchen efficiency with smart care

Regions Hospital in downtown Saint Paul, MN, has long prioritized the smooth operation of its foodservice facilities to support both patient care and retail services.

With nearly 3,500 meals prepared daily, even brief equipment downtime can disrupt staff productivity and impact service quality. For over a decade, Smart Care—a trusted provider of commercial kitchen equipment repair and maintenance—has been a key partner in ensuring equipment reliability and operational continuity.



the challenge

Prior to fully utilizing Smart Care as their primary service provider, Regions Hospital faced several challenges. The hospital previously relied on multiple vendors, which led to inconsistencies and inefficiencies in equipment maintenance.

Michael White, Executive Chef at Regions Hospital, recalled instances of receiving high quotes from other vendors for equipment replacement when only repairs were necessary.

Initially, Regions Hospital used Smart Care as one of several approved vendors for equipment repair and maintenance through their third-party foodservice contract company. However, when the hospital decided to shift to a self-operated model, it leaned heavily on Smart Care's expertise due to the positive experience and familiarity the staff had with their services.

Eventually, Smart Care became the primary service provider for Regions Hospital, offering preventive maintenance, repairs, and expert guidance on equipment procurement. With a strong relationship built on trust and transparency, Smart Care provided a tailored service plan that addressed the hospital's specific needs.

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the solution

Smart Care proposed a comprehensive repair and maintenance plan customized for Regions Hospital. This plan incorporated a wide array of equipment across multiple kitchens, including the main production kitchen, Café 640, Overlook Coffee & Deli, and kitchenettes throughout the hospital.

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In addition, Regions Hospital is subject to regular audits, including Joint Commission surveys. Smart Care plays an essential role in preparing for these audits by ensuring equipment compliance. Lead Smart Care Technician David Rorer, assists with modifications as needed and provides documentation to satisfy audit requirements. Smart Care also advises on equipment purchases, recommending models and features aligned with the hospital's specific requirements.

White expressed high satisfaction with Smart Care's service, particularly praising David's responsiveness and expertise. “I can shoot him a text, call or email, and I always get a response back...David comes in and treats it as if this is his kitchen, his equipment, and lets us know when something's not quite right.”



the result

Smart Care's preventative maintenance programs have reduced breakdown frequency and extended equipment lifespan. Identifying issues during maintenance visits has minimized unexpected downtime, ensuring smoother day-to-day operations. Prompt repairs prevent equipment-related workflow disruptions.

In addition, staff morale and productivity have improved because equipment is consistently maintained. White emphasized how maintaining functional equipment enhances staff efficiency and morale, as employees feel supported and equipped to perform their duties effectively.

"Their workflow is so much better when equipment is working. I think the staff productivity and morale stays a lot higher when they feel like people care about them. If they have to take an extra five steps every day for two weeks, it adds up. It doesn't seem like much, but when you're on the line sweating, running back and forth, it's kind of a big deal," said White.

The partnership has delivered measurable benefits, including:

- ✓ Fewer equipment replacements thanks to reliable repairs
- ✓ Reduced downtime due to timely service
- ✓ Improved staff morale and retention driven by consistent support
- ✓ Proactive compliance readiness for inspections
- ✓ Support for improved patient satisfaction through the hospital's dining services

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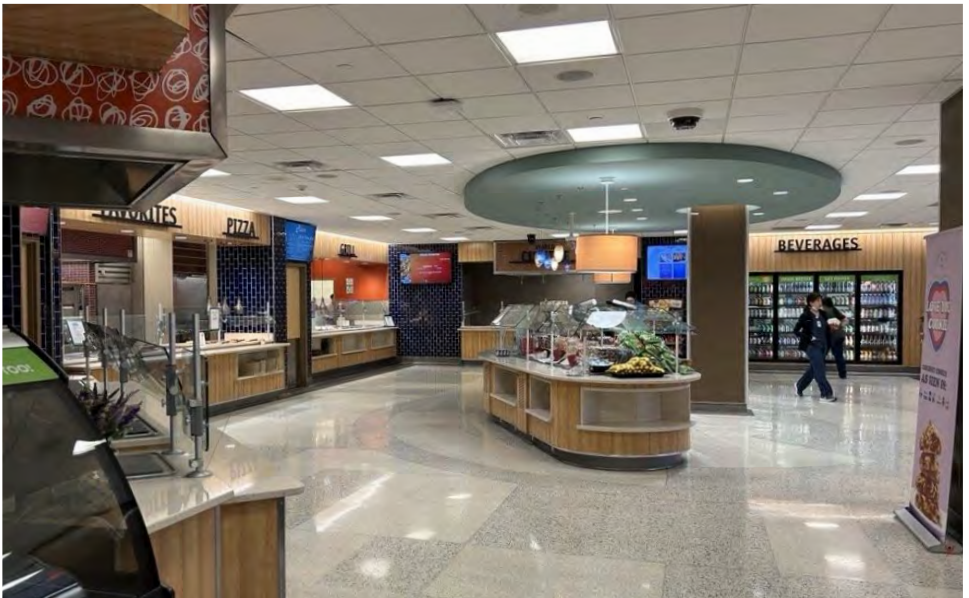


conclusion

Regions Hospital's collaboration with Smart Care demonstrates how effective partnerships can enhance operational efficiency and cost control.

Through reliable service, transparency, and deep understanding of the hospital's needs, Smart Care has become an indispensable part of Regions' kitchen operations.

As this long-standing relationship enters its second decade, it showcases the importance of having a knowledgeable and dedicated partner in commercial kitchen equipment maintenance, ultimately contributing to better patient care and staff satisfaction.

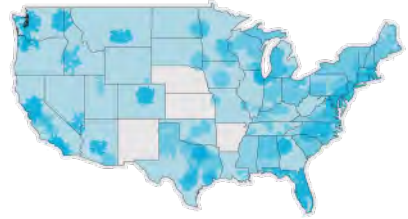


about smart care

Smart Care is the largest provider of comprehensive commercial mechanical services, including complex rack refrigeration and HVAC, stand-alone refrigeration, hot-side cooking equipment, and specialty coffee and beverage equipment.

Smart Care's strong reputation and leading customer service have been built on the foundation of a high-quality technician base, an unmatched breadth of services and quick response times.

Smart Care is OEM-agnostic with the ability to service more than 10,000 types of equipment for food, retail, restaurants, convenience stores, warehouse operators and other institutions. The company is headquartered in Chicago, Ill. with operations in all 50 states.



Additional information about Smart Care is available at www.smartcaresolutions.com.