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# GVmanager

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SHG HOSPITAL VÖLKLINGEN

## Multi-track warewashing





# Multi-track warewashing

**HOBART**

**In the SHG Hospital in Völklingen in the German Saarland, warewashing is done differently than originally planned: two processes were turned into one.**

In the central kitchen of the SHG Hospital in Völklingen, plates and cups are placed on the conveyor by hand; the cutlery, pulled by magnetic force, drops onto its own warewashing track before the tray automatically moves into the dishwasher. In this way, 15 trays per minute loaded with nine crockery items each – such as serving domes, plates and cutlery – are conveyed via the belt to be ready for the next use. Since April 2015, all the wash ware is cleaned simultaneously in one

machine – the Hobart AutoLine. “Originally, we planned to work with one dishwasher and one warewasher for trays and cutlery,” explains Jürgen Neumann, who works at Hobart’s in Project Planning and was involved in the on-site designing of the warewashing system. “But right at that time, the AutoLine was launched, and that’s what SHG finally opted for.” This means that the scullery houses one machine only which cleans all items and takes up less space. The

decisive factor for SHG was the economic efficiency calculation: “It took the Administrative Director just 15 minutes to make her decision,” Jürgen Neumann reports.

**CONSUMES LESS TIME  
AND LESS ENERGY**

**AUTOMATIC**

**WAREWASHING  
INDOOR CLIMATE**

*HEAT PUMP*

**Using the time  
for other work**

The team of five scullery employees also saves plenty of time cleaning the machine. “The scullery team immediately appreciated this positive effect,” says Jürgen Neumann. The self-cleaning programme of the AutoLine saves them the trouble of manually removing, cleaning, and re-installing up to seven wash caps per wash arm. They just need to open the valves at the arms



Photos: Hobart

and select the programme to start the auto-cleaning run of the machine. "The scullery team uses the time gained to clean the area around the machine," says Thomas Gansen, Operative Manager of the central kitchen. Thanks to the time savings of 20 minutes twice a day, plus the time saved due to easier loading of the warewasher, one of the five scullery workers can be assigned to other tasks in food preparation "to further improve the services offered to

the patients," Thomas Gansen explains. The team not only caters for the patients but also for the hospital staff and for external guests in the Bistro C4 in the foyer of the building, as well as for meals-on-wheels customers – preparing a total of about 1,000 lunches per day. In the Bistro, the price of a cooked meal or salad is based on the weight of the portion. Guests and employees pay around 3.50 to 5 Euros for their lunch. The low price also attracts many older people

living in the vicinity who not only appreciate the tasty food but also the opportunity to talk to the other guests.

## Mediterranean Saarland

The Cardiology Centre based in Völklingen brings many cardiac patients to the hospital. To match their needs, the Head Chef opts for Mediterranean cuisine and uses for example only olive and rapeseed oil. "We banned all other fats from our kitchen," he says. They furthermore endeavour to keep the use of convenience products low, getting plenty of fresh produce, some of it organic, delivered just in time. "Our suppliers are highly flexible so that we can cancel and amend orders at short notice if the patients' menu choices make these changes necessary," Thomas Gansen explains. Service Assistants ask the patients which of the

## EQUIPMENT SUPPLIERS

- Combi steamers:** MKN, Hobart
- Multi-functional cookers:** MKN
- Chip pan:** Kiremko
- Pressure steam cooker:** Hobart
- Inventory control/Menu management:** Orgacard
- Portioning conveyor:** Hupfer
- Food trolleys:** Blanco Professional
- Air-handling ceiling:** GIF ActiveVent
- Cooling cells:** Cool it
- Flight-type / pan washer:** Hobart
- Detergents/dosing system:** Dr. Weigert
- Floor:** Compac Bodenbau Völklingen
- Crockery:** Bauseher
- Cutlery:** Hepp

# Warewashing & disposal

next day's four menu options they prefer. Today they can choose, for example, between 'Hungarian beef goulash with potato balls and red cabbage with apples' and 'Pan-fried fillet of cod with zucchini noodles'. Individual combinations of the components are possible as well. Some of the veggies are cooked in the high-pressure steam cooker.

The cuisine focuses on a Mediterranean diet but is also characterised by Saarland and French influences. "Those who prefer a French breakfast can have a croissant or a cheese plate," says Thomas Gansen. "The croissants are even served warm." The French touch is not least due to the fact that the SHG Hospitals have a cross-border cooperation with the French cost bearers.

## Central documentation

The patients' menu choice is forwarded directly to the kitchen via tablet computers and the Orgacard menu management system. The kitchen is likewise equipped with tablet computers. In the prep rooms which are connected to the respective cold storages, the kitchen staff refers to the tablets to see for example the amount of cold cuts they will need to prep for the evening meal. Once they have prepared all the components required, they send a confirmation via tablet to the PC in the central kitchen office to exclude the risk of missing quantities. Thomas Gansen is the central recipient of a variety of other information, such as all relevant HACCP data recorded during the warewashing process to allow for easy checking of temperatures and other values. Furthermore, the system indicates messages about any faulty operation or the date of the next required maintenance. As Head of Operations, Thomas Gansen feels that the new machine with its self-cleaning system reduces the risk of potential faults and errors.

## AT A GLANCE

### SHG Hospital Völklingen, Völklingen

**Institution:** SHG - Saarland-Heilstätten GmbH, Saarbrücken (non-profit)

**Capacity (Völklingen):** 361 beds; 55 day clinic places

**Utilization:** 87 % (as of: April 2016)

**Duration of stay:** 4 days on average

**Specialized on:** Cardiology Centre – heart surgery, lung diseases, vascular diseases, dialysis

**Catering:** A choice of 4 lunch options, one of them vegetarian and one lean cuisine, optional soup and dessert. Additionally, the Bistro offers a salad buffet and (from April to October) an ice-cream counter. They use primarily seasonal and regional products, some of it organic. Ratio of convenience products: 20%. The focus is on a Mediterranean diet pursuant to Gerald Wüchner

**Production system:** Cook & Serve

**Average price in the Bistro:** 3.50 to 5 €, payment per weight (mixed calculation)

**Meal plan alternating rhythm:** 6 weeks

**Head of Operations:** Thomas Gansen

**Head Chef:** Stefan Schommer

**Number of meals:** approx. 1,000 lunches per day, of these 370-390 to patients, 120-130 to meals-on-wheels customers, 450-500 to employees and external Bistro guest, plus catering for events in the in-house Convention Centre

**Kitchen staff:** 29 employees (full-time and part-time, without Bistro staff), including 3 chefs and 2 dieticians

For example, the machine will not start a washing process before all necessary HACCP criteria are met. Another benefit of the machine: "We use not only the heat recovery in the machine but also an additional heat pump," explains Jürgen Neumann of Hobart. Supply water at a temperature of approx. 20 °C is fed to the dishwasher. The heat pump works according to the same principle as a fridge: An evaporator at the rear wall is installed in the water tank and heats the wash water while the pump inside remains cool. "Thus, we save 40% of energy and discharge cool air to the outside, which reduces the ambient temperature in the kitchen," the project engineer says. According to Thomas Gansen, the kitchen climate and the working conditions for the scullery staff were decisive factors in the decision to procure a new machine and



to redesign the kitchen. And the refurbishment was total: Before the reconstruction started in April 2015, the cold storages used to be in the place where the new scullery is located today. On 120 square meters, it houses the flight-type dishwasher and pot washer as well as the trolley washer.

## "Our vision: to be the best"

In the course of the re-design of the kitchen by relocation of the cold storage and the scullery, the kitchen received a new floor and new tiling: in red and mint-green, they mark the unclean and the clean areas. An air-handling ceiling by GIF ActiveVent was installed which, in addition to the heat pump of the dishwasher, improves the room climate. The air discharged from the machine can be blown directly into the room without connection to the building's ventilation system. This is made possible thanks to the heat recovery in combination with the heat pump. The average temperature in the scullery is 23 °C. In the summer, the room temperature in the scullery is 8 to 9 °C lower than the outside temperature. "With the old machine, we used to have temperatures of up to 40 °C with a humidity of 100%," the Head of Operations says, pointing out the significant improvement of the working conditions.

"Our vision is to be the best in the South-West," Head of Operations Thomas Gansen emphasizes. "And we can only reach this goal with employees who are happy in their jobs." Treating your staff with respect and responsibility is essential, he says, and one of the key principles of SHG.