

PRC BEST PRACTICES

Food Service

Our community of clients is committed to sharing leading improvement practices. PRC Best Practices was created and is always evolving based on the ideas, recommendations, and resources submitted by clients. If you have an idea at work, please share it with us at info@prccustomresearch.com.

SURVEY QUESTION

Food Service: Overall, how would you rate the food that was delivered to your room?

Food Service: Thinking of timeliness, temperature, and accuracy; overall, would you rate the food service as?

Response Options are:

Excellent Very Good Good Fair Poor

IDEAS:

- Train cooks and clinical dieticians to round on patients. Using a monthly schedule, cooks and dieticians perform rounding to provide education and resources related to healthier alternatives to improve the patient's lifestyle.
- Recognize new moms with a treat of sparkling cider delivered in plastic wine glasses along with a note of congratulations. A food services member makes the special delivery to the new mom.
- Catering associates conduct hospitality visits during all three meals to ensure patients received everything they needed at the time of service.
- Allow nurses to call catering associates directly by using an internal phone system. This allows the nurse to talk directly to the catering associate who was accountable for a patient's nutritional needs/preferences.
- Deliver a complimentary newspaper daily with breakfast.
- Remove trays from patient rooms promptly after the meal.

TO TRACK YOUR PATIENT PERCEPTION SCORES ON THIS QUESTION:

Visit www.prceasyview.com for data updates.

PRC's "EasyView to You" feature can email your desired reporting view of the scores to you on a schedule of your preference.

For assistance contact PRC's PRCEasyView® Support Team at 1-800-547-9584.

THANK YOU FOR PARTNERING WITH PRC!

