Increasing patient satisfaction with hospital meals through cost-effective interventions

Venus Barlas
Diane Sun
Alexandra Mang
Tomas Escalona
Matt Whicker

See next page for additional authors

Follow this and additional works at: https://digitalrepository.unm.edu/hsc_qips

Recommended Citation
Barlas, Venus; Diane Sun; Alexandra Mang; Tomas Escalona; Matt Whicker; and Jens Langsjoen. "Increasing patient satisfaction with hospital meals through cost-effective interventions." (2020).
https://digitalrepository.unm.edu/hsc_qips/3

This Poster is brought to you for free and open access by the Health Sciences Center Events at UNM Digital Repository. It has been accepted for inclusion in Quality Improvement/Patient Safety Symposium by an authorized administrator of UNM Digital Repository. For more information, please contact amywinter@unm.edu, Isloane@salud.unm.edu, sarahrk@unm.edu.
Increasing patient satisfaction with hospital meals through cost-effective interventions
Barlas, Venus; Sun, Diane; Mang, Alexandra; Escalona, Tomas; Whicker, Matt; Langsjoen, Jens, MD

Background

- According to the 2019 Press-Ganey survey, the University of New Mexico Hospital (UNM) ranks low on overall patient satisfaction compared to peers within the University HealthSystem Consortium.
- Poor patient satisfaction with quality of food at UNM (6th percentile) is likely a significant contributor to this problem.

Methods

- Surveys were conducted over a 2-month period on 2 UNM adult units.
- Satisfaction between diet types and meal times were compared using confidence intervals and two-sample t-test for means comparison.

Results

- We collected a total of 103 surveys (50 from 4 West [4W], 53 from 5 West [5W]).
- Overall, only 37% of patients were given a menu during their stay (34% on 4W, 40% on 5W).
- Overall ratings for quality of food:
  - Breakfast: 6.5 (95% CI 6-7)
  - Lunch: 6.4 (95% CI 6-7)
  - Dinner: 6.3 (95% CI 6-7)
- The quality of diabetic diet breakfast (5.5) was rated significantly lower than non-diabetic breakfast (6.8) (p=0.02).
- No statistically significant differences in meal satisfaction were found between:
  - Floors
  - Regular diet versus non-regular diets
  - Patients offered a menu versus those who were not.

Conclusion

- Only 37% of patients are receiving a menu, indicating significant room for improvement through an intervention: routine menu distribution.
- Patient reports on food quality and taste supply useful information for improving meal satisfaction, particularly in diabetic breakfast trays.
- Next steps include a revised and combined menu of two or more diets and routine menu distribution in patient welcome packets followed by an additional 100 surveys to track progress.

References


Acknowledgements: Cassie Shaw, MD; Betty Chang, MD; Eva Angeli, MD; Cipriano Botello