

# Increasing patient satisfaction with hospital meals through cost-effective interventions

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## Background

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



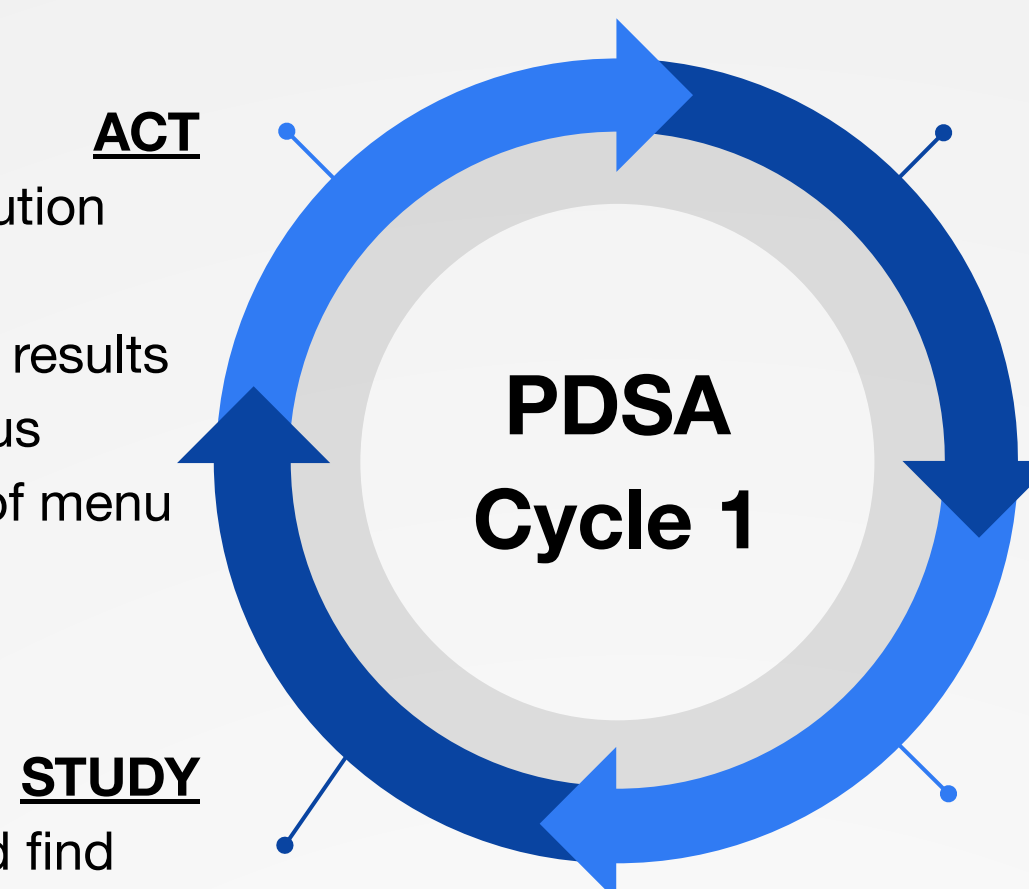
Above: current UNMH menu

## Methods

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

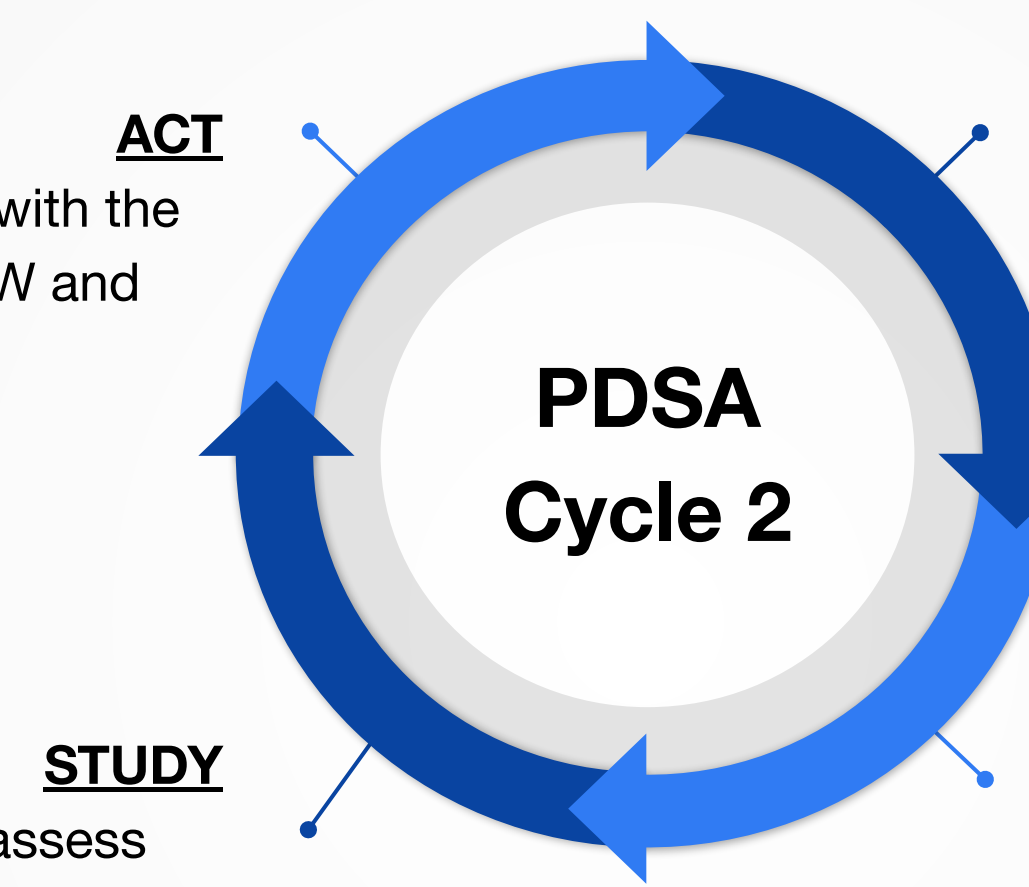
Questions	Answers
Date	
What floor?	4W 5W
What diet(s) is this patient on?	Regular Cardiac Chopped Diabetic Gestational diabetic Gluten free Low residue / soft/ bland Low sodium Mechanical soft ground Pediatric Renal diabetic Vegan Vegetarian Other
Has this patient been previously surveyed?	Yes No
Have you been given a food menu during your hospital stay?	Yes No
Comments:	
On a scale of 0 to 10, how would you rate the quality of your dinner last night, with 0 being the worst possible meal, 5 being an average meal, and 10 being the best possible meal?	0 - worst possible meal 1 2 3 4 5 - average meal 6 7 8 9 10 - best possible meal Didn't eat (was admitted) Didn't eat (wasn't admitted yet)
On a scale of 0 to 10, how would you rate the quality of your breakfast this morning, with 0 being the worst possible meal, 5 being an average meal and 10 being the best possible meal?	0 - worst possible meal 1 2 3 4 5 - average meal 6 7 8 9 10 - best possible meal Didn't eat (was admitted) Didn't eat (wasn't admitted yet)
On a scale of 0 to 10, how would you rate the quality of your lunch today, with 0 being the worst possible meal, 5 being an average meal and 10 being the best possible meal?	0 - worst possible meal 1 2 3 4 5 - average meal 6 7 8 9 10 - best possible meal Didn't eat (was admitted) Didn't eat (wasn't admitted yet)
What food item have you been served during your stay that has been particularly good?	
What food item have you been served during your stay that has been particularly bad?	

- ACT**
- Implement menu distribution protocol on 5W
  - Inform kitchen of survey results
  - Perform 100+ anonymous surveys assessing rate of menu dissemination



- PLAN**
- Improve patient satisfaction levels regarding food quality and service
  - Patients are likely rarely receiving hospital menus

- STUDY**
- Study survey results and find gaps in patient satisfaction to provide useful information to the kitchen cooks
  - Are patients receiving menus consistently?



- ACT**
- Replace current menus with the revised menu on both 4W and 5W

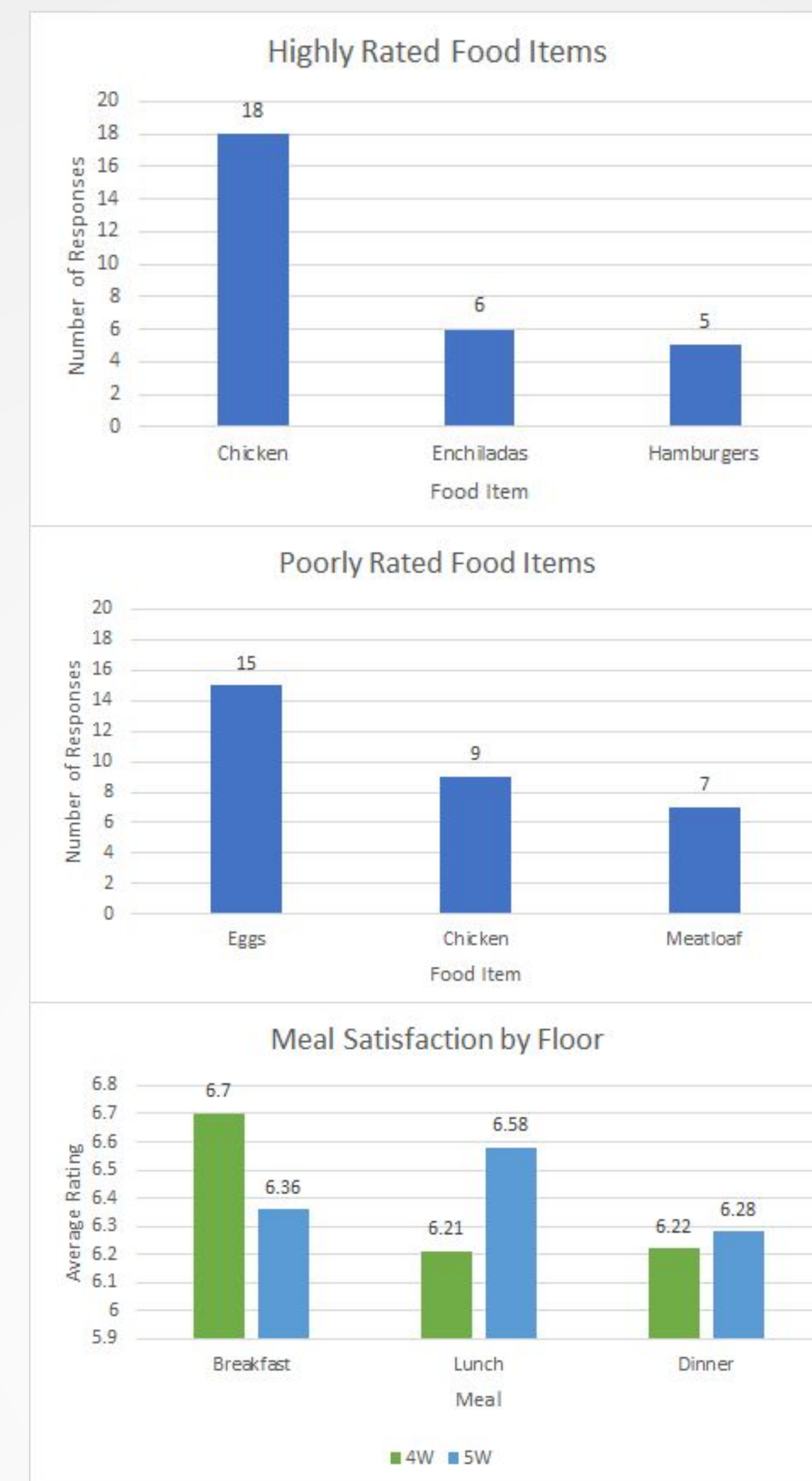
- PLAN**
- Reconstruct current menus to combine several menus into one user friendly menu
  - Increase patient use of revised menu

- DO**
- Determine patient use of menus on 4W via two-part surveys including patients who have not received a menu and a subsequent survey the following day after receiving a menu

- STUDY**
- Study survey results to assess whether the new survey has been easier to use
  - Are patients more likely to use the menu if they are receiving it?

## 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

- <https://www.pressganey.com/solutions/patient-experience>
  - Dall'Oglio, Immacolata, et al. "A Systematic Review of Hospital Foodservice Patient Satisfaction Studies."
  - Lindholm, Jorunn, et al. "Improving Hospital Food Menu Quality: an Experimental Approach."
- Acknowledgements:** Cassie Shaw, MD; Betty Chang, MD; Eva Angeli, MD; Cipriano Botello