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 (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.

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.

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

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