

CE questions

Why should patients be allowed to choose what and when they eat?

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1. The purpose of the balanced scorecard for foodservices is to
 - a) Focus on the traditional primary measures of foodservice performance - financial performance and customer satisfaction
 - b) Measure critical dimensions related to foodservices in healthcare, with a balanced focus on each quadrant
 - c) Focus on both lead and lag measures
 - d) Both b) and c)

2. The increase in nutritional intake experienced with this Room Service Choice on Demand (RSCoD) implementation can be attributed to (select all that apply):
 - a) meal orders being placed close to the meal time
 - b) patients receiving the meal of their choice
 - c) high protein supplements available to all patients
 - d) patients not receiving default meals

3. Reduced costs associated with this RSCoD implementation can be attributed to (select all that apply):
 - a) Reduced food costs
 - b) Reduced staff costs
 - c) Reduced supplement usage
 - d) Elimination of standard midmeals to many therapeutic diets

4. Press Ganey measures patient satisfaction on food dimensions including:
 - a) Quality
 - b) Temperature
 - c) Flavour
 - d) Courtesy of delivery staff
 - e) All of the above

5. Sustainability measures that can be improved moving from a traditional paper based menu and trayline system to RSCoD using an electronic menu management system include:
 - a) Decreased use of paper
 - b) Decreased production waste
 - c) Use of environmentally friendly paper menus
 - d) Increased ability to quickly adjust the menu to use seasonal and local produce
 - e) a), b) and d)

6. Primary drivers for using RSCoD as a foodservice model are (select all that apply):
 - a) Increased patient satisfaction
 - b) Decreased food costs
 - c) Increased staffing requirements

d) Increased nutritional intake

Answers:

1. d

2. a, b & d

3. a, c & d

4. e

5. e

6. a, b & d