

Engaging the patient: Improving patient meal experience through patient-directed bedside meal ordering

Participant questions

1. Can a dietitian flag at-risk patients and/or those with higher protein and energy requirements so they order appropriately?

Within the system, there are a few methods to managing patients at-risk or with specific nutritional requirements, but two examples include:

1. You can have either diet or patient-specific dietary goals, which can be automatically assigned for diets, or assigned to patients by the dietitian.
2. You can flag patients at-risk via a Protocol or Nutrition Screen/Assessment field, which enable these patients to be easily flagged and monitored.

2. You had mentioned that there are no default menus. What happens if the patients sleeps through/forgets to place their meal order?

We do have default meals for patients (automatically generated meals suitable to the patient's diet/allergy restrictions and preferences) if they didn't order. However, since the implementation of our new bedside meal ordering solution, these defaults have reduced significantly.

Note: There are no defaults provided at mid meals, only main meals

3. What is your contingency plan if the IT system goes down?

There are multiple layers of contingency based on what part of the IT system goes down – servers, network, printers, wi-fi etc. During our implementation we worked with IT and CBORD to ensure procedures for each of the possible scenarios could be managed relatively seamlessly.

4. What type of nutritional information is provided to patients on the meal ordering system?

The nutritional information displayed is based on what your facility would like displayed for patients. Peter Mac displays energy and protein but there are more options available.

5. How do you manage mid meal ordering; does the trolley have all options available?

Yes, delivering the patient mid-meal selections they made on the bedside terminal. These are tallied and prepared in the kitchen, then put on trolley for delivery.