



Room Service

The Prince Charles Hospital

An Appetite for Change?

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635 BED TERTIARY
HOSPITAL PROVIDING ALL
MAJOR/MINOR SERVICES



STATEWIDE CYSTIC FIBROSIS
UNIT



HEART AND LUNG
TRANSPLANT SERVICE



cbord®



GROWING POPULATION

AUSTRALIAN | 65+ POPULATION



15.6m | 1.58m



23.6m | 3.45m



38.7m | 7.75m

mccrindle
MARKET RESEARCH

Healthcare budgets

Trayline operations are inherently wasteful...

	2.1.6 Documented Plate waste audits	2.1.6a Regular plate waste audits are conducted (at least annually); 2.1.6b Audits indicate plate waste <30% (visual waste)	Food & Nutrition Best Practice Guidelines
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RESEARCH

Original Research: Brief



Room Service Improves Nutritional Intake and Increases Patient Satisfaction While Decreasing Food Waste and Cost

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ABSTRACT

Background Room service is a foodservice model that has been increasingly implemented across health care facilities in an effort to improve patient satisfaction and reduce food waste. In 2013, Mater Private Hospital Brisbane, Australia, was the first hospital in Australia to implement room service, with the aim of improving patient nutrition care and reducing costs.

Objective The aim of this study was to comprehensively evaluate the nutritional intake, plate waste, patient satisfaction, and patient meal costs of room service compared to a traditional foodservice model.

Design A retrospective analysis of quality-assurance data audits was undertaken to assess patient nutritional intake between a facility utilizing a traditional foodservice model and a facility utilizing room service and in a pre–post study design to assess plate waste, patient satisfaction, and patient meal costs before and after the room service implementation.

Expectations are increasing

The Courier Mail

BRISBANE 10–23°C

Hospital food: Patients malnourished and refusing to eat, report finds

Jackie Sinnerton, The Courier-Mail
March 19, 2016 12:00am

Subscriber only

MILLIONS of hospital meals are uneaten each year, leaving patients even sicker, nutritionists warn.

Inadequate nutrition is delaying recovery times, increasing complications and hampering the absorption of critical medications — especially in patients who are already malnourished.

With more than 33 million meals served up in Australian hospitals every year, it is time for an improved method of feeding those who are health compromised, veteran dietician Kate Di Prima said.

PLAN: Hospitals brace for mass violence

"Hospitals need to look at how food is being served," Ms Di Prima said.

"There is no point in having academics draw up nutritious menus if people are not able to eat it.

"Something is not working on the ground and needs addressing urgently."

The screenshot shows a news article from ABC News. The headline is "Food deliveries to hospitals on the rise but they're putting nurses in a pickle". The article is by Jessica Hinchliffe and was posted on Tuesday at 11:33am. The text discusses how patients and loved ones are increasingly using food delivery services, which is causing logistical issues for nurses. A photo shows a person on a bicycle with a delivery bag. A quote from Beth Mohle, secretary of the Queensland Nurses Union, is included. The article also mentions that this diverts resources away from other tasks and that not all facilities have after-hours food services. A related story link is provided: "Fast food delivery may come back to bite inexperienced riders". The article is categorized under "Brisbane" and "4000".

Waste in Healthcare Food Service



Waste is inherent in food service models



Common factors driving food waste

Overproduction

Patient Choice/Stock Lines

Plate Waste

Tray Waste and items included on default meals

The Time between meal ordering and delivery

TPCH- pre Room Service

Overproduction- 14% in 2018, never met KPI of 10%

Patient Choice/Stock Lines

Plate Waste- 33% in 2018

Tray Waste and items included on default meals- 11% and significant default meals

The Time between meal ordering and delivery- reduced over the years and was same day ordering for lunch and dinner

TPCH- post Room Service

Overproduction- Over 40% reduction with Room Service (at only 6 weeks post Go Live), first time meeting this target

Patient Choice/Stock Lines- More than halved

Plate Waste- Pending data collection- anecdotal improvement and pre-ordered meals look to have highest waste

Tray Waste and items included on default meals- Pending data collection- no spare meals, default meals are much reduced in offering

The Time between meal ordering and delivery- immediate

Room Service Choice on Demand

Patient calls to
place meal
order on
demand
(6.30am to
7pm)

Meal is
prepared fresh
in the kitchen

Meal is
delivered to
patient bedside
within 45
minutes

Tray is tracked
through
software and
collected 45
minutes after
delivery

TPCH Room Service Menu



To place your meal order, contact Room Service on 6368 (MENU) 6.30am–7pm

Special Dietary Conditions

If you are on a diet that has special requirements, including preparation for a procedure, your menu choices may be modified or restricted.

Our Room Service Support team will assist you to make appropriate selections for your individual needs.

For patients with diabetes

If you follow a diabetes or consistent carbohydrate meal plan, it is recommended that you eat three well balanced meals each day, with carbohydrate serves similar at each meal from day to day.

Monitoring blood sugars and administering medications must be timed with food intake in order to be most effective.

Please inform your nurse when you order a meal so they are able to monitor your blood glucose or administer your diabetes medication appropriately.

Indigenous Australian Options

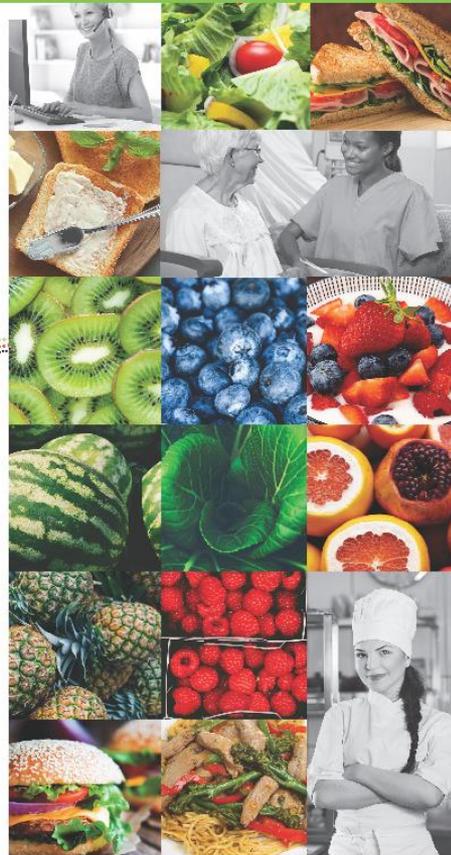
Indigenous Australian patients are encouraged to contact the Room Service Support team to discuss availability of culturally suitable menu items.

Legend

To assist you in making a healthier choice, there are symbols throughout the menu to indicate vegetarian choices , healthier options  and gluten free options (GF).

Please ask Room Service Support team when placing your order.

To place your meal order, contact Room Service on 6368 (MENU) 6.30am–7pm



Room Service
The Prince Charles Hospital

Metre North Hospital and Health Service *Priming people first*

Phone extension: 6368 (MENU)

Hours of operation: 6.30am–7pm

We are pleased to offer Room Service. All meals are freshly prepared and can be ordered at your convenience and delivered to your room.

HOW TO PLACE AN ORDER:

Please use the telephone at your bedside to call extension 6368 between 6.30am and 7pm to place your room service order.

If you would like a family member or carer to place an order on your behalf they can telephone 3139 6368 from in and outside the hospital between 6.30am and 7pm.

Your meal will be prepared and delivered to your room within 45 minutes of your request. Meals can also be ordered in advance for delivery at a specific time.

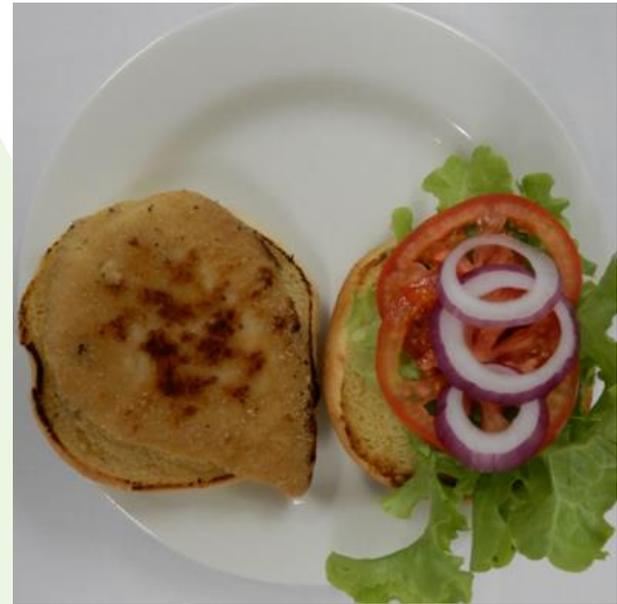


Cook line





Room Service The Prince Charles Hospital



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Meal Delivery

- Custom made meal trolleys
- Tablets on each trolley allowing staff to update meal delivery status in real time
- Reduced OHS risk
- Staff satisfaction- all items delivered are wanted



Most popular items

- Coffee 2026
- Fresh Fruit 1496
- Toast 1462
- Yoghurt 1439
- Sandwich 795
- Lemonade 672
- Scrambled Eggs 665
- Roast 663
- Apple Crumble 654
- Porridge 623
- Cheese/crackers 556
- Burgers 309



Findings



APPROX 1200 ORDERS
PER DAY (20%
DECREASE)



REDUCED SNACKS



MEALS REACHING
PATIENTS WITHIN 31
MINS ON AVERAGE



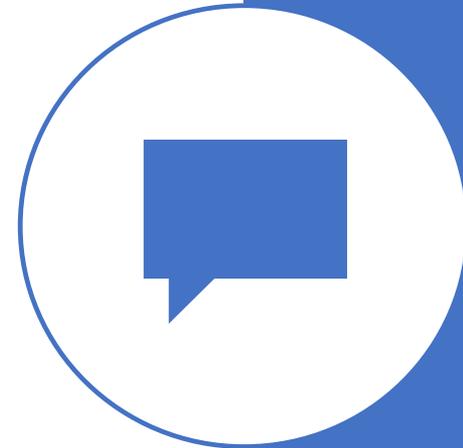
PATIENTS WANT HOT
BREAKFASTS, DESSERTS,
COFFEE/TEA MADE TO
ORDER



INCREASED
RECOGNITION FOR
FOODSERVICE
DEPARTMENT IN HEALTH
TEAM

Patient feedback

- To all the wonderful people who work in, or are associated with the kitchens, I was lucky enough to wake up from my surgery to the new menu system- I'm pretty sure it was the first day. For my entire time in hospital the *food was fabulous, as was every individual that I came into contact with, both on the phone and in person. You have precious little control* when you lie in that hospital bed, so I know how wonderful it was to be able to order what you wanted, when you wanted it. It made a world of difference. Thank you all for your tireless work, I really appreciated it.
- I just wanted to take this opportunity to compliment the kitchen and room service on a job very well done. The food was excellent and as a vegetarian I was pleased with the choices on offer- especially the vege burger. I understand that the Room Service operation is fairly new, so I was surprised at how well it all worked. The phone operators were all friendly and the food always arrived earlier than I expected. The quality of the food and the service was a common talking point between the patients I shared rooms with so I know I'm not alone in acknowledging your efforts.



Impacts to Clinical Practice

- Dietetics was strong link between Foodservice and Clinical areas- ward champions
- Usual nutrition support strategies are provided as standard in Room Service so no need to individually apply
- Transition to monitoring patient choices and intervening to provide education
- Greater focus on post discharge planning and education
- Medication rounds and feeding assistance needs to be more flexibly provided at different times

Safeguards

- Patients with poor cognition are flagged
- Cbord prevents any food being sent that is non compliant with dietcode
- Medications with meals are flagged
- Feeding assistance is flagged
- Patients who don't order are flagged and prompted
- Ongoing meal refusal is escalated to clinical teams

Future Plans for TPCH

- CBORD Patient App
- Research- staff satisfaction and production waste, implementation evaluation
- Menu review and expansion of offering
- Plan to roll out Room Service to other facilities within Metro North



Questions and Discussion

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