



IMPLEMENTING THE RIGHT DINING MODEL

IMPROVES PATIENT SATISFACTION
AND NURSING SCORES

A Case Study



ROUNDING TOOLS THAT DRIVE IMPROVEMENTS

A 200-BED CLIENT HOSPITAL IN A MAJOR METRO AREA EXPERIENCED UNEXPECTED CHALLENGES IN ITS SATISFACTION SCORES. So in August 2016, the Aramark food and nutrition services team (FNS) team invested in a patient experience manager (PEM) to use Aramark's proprietary rounding tools and work directly with the nursing staff and patients to identify opportunities to improve our services.



**ADOPT
a
FLOOR**

The patient experience manager opened the channels of communication between nursing and the FNS team in **September** with Aramark's newly improved **Adopt-a-Floor** program. Through daily meetings with nursing, the PEM identified specific challenges brought to the nurses, delivered immediate resolutions to any FNS-related patient complaints, and implemented a standardized resolution process that enabled the nursing staff to focus on their clinical duties.



In **October**, building on the success with nursing, the PEM focused on improving patient satisfaction and rolled out the latest version of **PatientCONNECT**, Aramark's proprietary patient rounding tool. Daily rounds with patients built a pool of data that enabled the Aramark FNS team to better understand specific patient needs, while providing the opportunity to deliver immediate service recovery action when required.

Nurse and Patient Rounding Identified:



PATIENT MIX INFLUENCES THE DELIVERY MODEL

After analysis of the data collected, the team understood the root cause of the satisfaction gap. The patient mix at the hospital required two different delivery models: Room Service, the system standard for regular, acute-care patients, and traditional service for its specialty patient population. Because the majority of patients received their meals through the traditional delivery model, Room Service orders at peak mealtime were outside of the kitchen and delivery workflows and led to lesser experiences.



PERSONALIZED SERVICE IMPROVES EVERY DINING EXPERIENCE

In **March 2017**, Aramark created a restaurant-like dining experience by providing acute-care patients with bedside ordering in close proximity to mealtimes. With unit ordering and delivery times worked into the kitchen work stream, food was delivered when patients expected it and at the proper temperature.



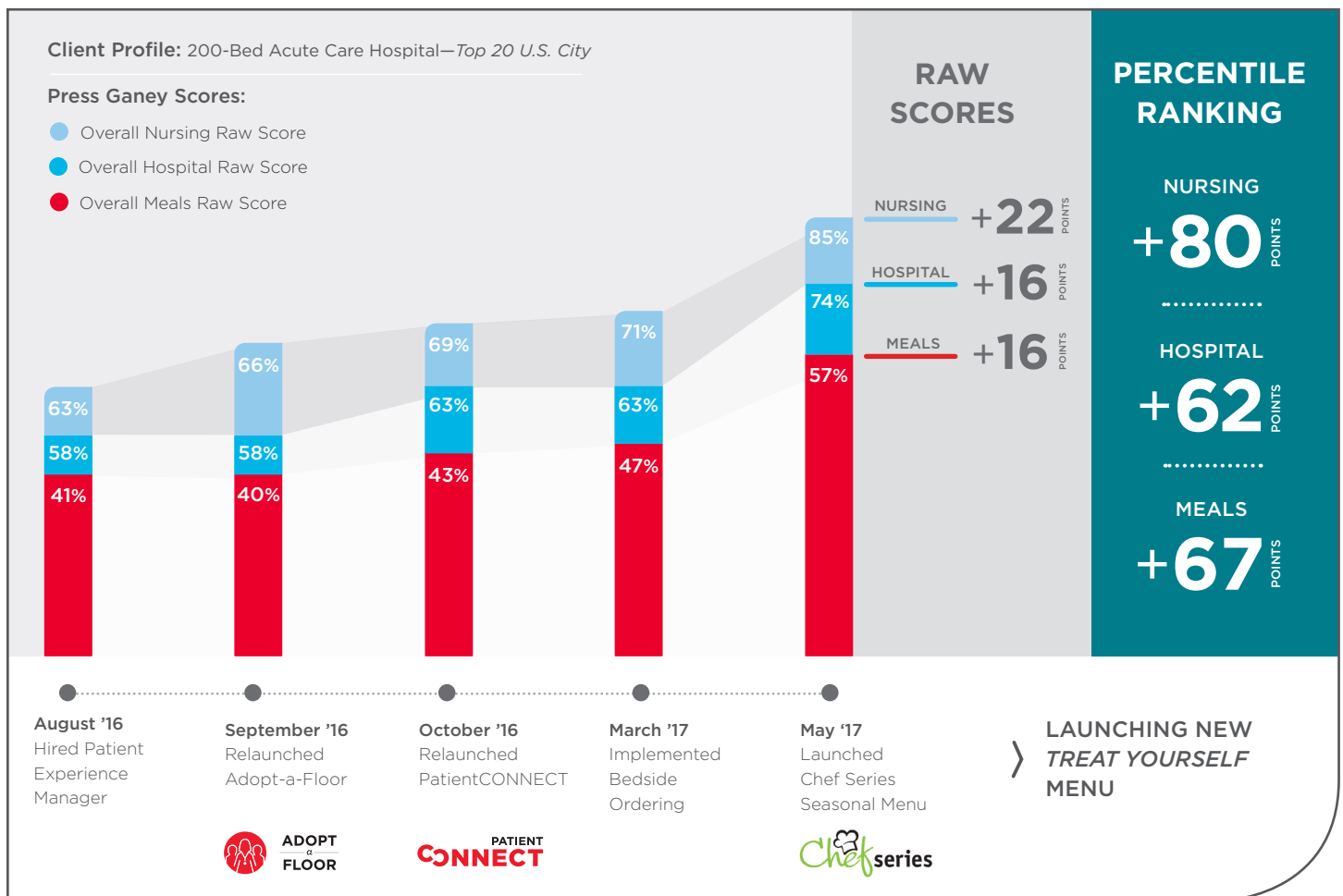
VARIETY IS THE SPICE OF LIFE

In **May**, we again improved the dining experience for acute-care patients by launching **Chef Series**, our daily menu of restaurant-quality seasonal recipes. Chef Series delivers on-trend recipes that leverage seasonal ingredients to drive quality scores.

RESULTS

WE IMPROVED OVERALL FOOD SCORES BY MORE THAN 15 POINTS IN A FEW SHORT MONTHS, because regular rounding with nurses and patients enabled the team to identify the root cause of the site-specific challenge and deliver a better experience. As a result, nurses fielded fewer service recovery requests and had more time to deliver clinical care, which contributed to an increase of more than 20 points in the overall nursing raw score.

A TIMELINE OF SUPERIOR PROGRAM DEPLOYMENT





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The Adopt-a-Floor program made a real impact at our facility. By rounding with our nurse managers daily, any patient complaint is dealt with immediately and completely. Better yet, it led to a process change that has improved the quality of interaction between patients and dietary services staff, and freed up more of my team's time to deliver care.”

— Nurse Manager of 4D Medical and ICU Units



To learn more about how the patient-centric experiences Aramark delivers can improve your patient satisfaction scores, visit **healthcareinsights.aramark.com**.