



# 7 ACTIONABLE STEPS TO INCREASE HEALTHCARE EMPLOYEES' JOB SATISFACTION

Your Employees Want Healthier  
Dining, Perks and Cleanliness

**What's on healthcare workers' minds today? **We asked them** — and gained greater insight into their attitude about work, wellness and job satisfaction. They told us what they like and don't like — and how they can feel more appreciated.**

From this firsthand feedback, we came away with seven major insights — and multiple innovative ideas for boosting your employees' satisfaction with their job in your facility.



STEP 1

# **GIVE EMPLOYEES A FRESH REVOLUTION IN DINING**

**THINK:** NOURISHING. PERSONALIZED. EXCITING.



**Hospital employees have lost interest in traditional, bland “hospital food.”**  
**Instead, they desire fresher, tastier and more exciting made-to-order meals.**

**59%**

OF HOSPITAL EMPLOYEES WANT MORE GRAB-N-GO DINING OPTIONS OFFERED ON-SITE<sup>1</sup>





## Adopt these Innovative Healthy Solutions:

- ▶ Give them easy access to fresh food for boosts of energy
- ▶ Add ethnically diverse options, like Mediterranean
- ▶ Expand breakfast beyond normal hours
- ▶ Forge partnerships with preferred local vendors
- ▶ Invite in high-quality national brands



STEP 2

# PROVIDE EMPLOYEES WITH 24/7, EQUAL ACCESS DINING

THINK: CONVENIENT. TIME SAVING. AVAILABLE.



**Hospital employees work long hours with short breaks and no easy access to meals, snacks and beverages. Ensure that busy employees can easily find nourishing dining options, so they can return to work energized any time of the day or night.**

**69%**

OF EMPLOYEES WORK ON-SITE 5 DAYS/WEEK  
AND BUY THEIR MAIN MEAL FROM THE CAFÉ  
ABOUT 50% OF THE TIME<sup>1</sup>



## Adopt these Innovative Dining Options:

- ▶ Offer self-serve **grab-n-go options** in break areas
- ▶ Stock vending machines with healthy alternatives
- ▶ Send beverage and food carts to employees
- ▶ Deploy timesaving pre-ordering, delivery and checkout
- ▶ Rotate fresh meal options to add variety





STEP 3

# **SERVE UP SUPERFOODS FOR SUPERHUMANS**

**THINK:** NUTRITIONAL. WELLNESS. RESTORATION.

As health experts, hospital employees have high standards for health and wellness, yet often feel overlooked in the workplace. **Help them feel valued** by expanding dining services with fresh, customizable options, while still offering comfort foods for those looking to indulge.

**88%**

OF NURSES SAY GOOD FOOD HAS A POSITIVE  
IMPACT ON THEIR MOOD<sup>2</sup>





## Adopt these Innovative Superfood Options:

- ▶ Align dining with **health and wellness values and standards**
- ▶ Create healthy menus for high performance
- ▶ Offer plenty of healthy proteins, and fruits and veggies
- ▶ Ensure options are available for special diets and lifestyles
- ▶ Provide **nutritional information beyond calorie counts**



STEP 4

# RECOGNIZE THE POWER OF PERKS

THINK: INCENTIVES. PROMOTIONS. REWARDS.



**Employees have a general perception that hospital food is poor quality and not worth the price, so they bring food from home or order out. Instead, motivate them to engage with your dining program by offering value-driven incentives that show your appreciation.**

**40%**

OF HEALTHCARE EMPLOYEES WOULD BE LIKELY TO ORDER CHEF SPECIALS AND LIMITED-TIME OFFERS IF THEY WERE OFFERED IN DINING SERVICES<sup>3</sup>



## Adopt these Innovative Perks:

- ▶ Provide employee discounts, promotions and rewards
- ▶ Add the fun factor with perks, like “happy hour” promotions
- ▶ Offer the occasional freebie, like health bars during breaks
- ▶ Give them easy access to exciting food and drink options
- ▶ Send a food cart with meals to go, beverages and snacks





STEP 5

# ENCOURAGE EMOTIONAL BOOSTING

THINK: PURPOSE. BONDING. CELEBRATIONS.

Even though caregivers' jobs are rewarding, they still **want to feel cared for**. Reinforcing their sense of purpose can be as effective as physical energy boosts for lowering stress and increasing job satisfaction.

**5% TO 20%**

INCREASE GAINED IN OVERALL QUALITY OF PATIENT CARE WHEN NURSES REPORT A **25% INCREASE IN JOB ENJOYMENT<sup>4</sup>**





## Adopt these Innovative Emotional Boosts:

- ▶ Invest in perks, like events and celebrations
- ▶ Foster community with team-building activities
- ▶ Showcase workers on a “hospital heroes” bulletin board
- ▶ Provide comfortable spots to take a breather and socialize
- ▶ Delight employees with exceptional 24/7 dining services



STEP 6

# PROVIDE AESTHETIC INTELLIGENCE

THINK: COMFORT. PLEASING. REJUVENATING.



**Healthcare employees often feel trapped in sterile environments due to limited and uninviting spaces to relax and recharge. Instead, give them cozy areas to relax and rejuvenate away from patients.**

**96%**

OF THE NURSES REPORTED THAT THEIR STRESS LEVELS DROPPED AFTER USING THE EMPLOYEE “RENEWAL ROOM” INSTALLED BY THEIR HOSPITAL<sup>5</sup>





## Adopt these Innovative Aesthetics:

- ▶ Provide ergonomic furniture to increase comfort during breaks
- ▶ Add natural light and greenery to boost rejuvenation
- ▶ Offer complimentary snacks and beverages for a burst of energy
- ▶ Establish outdoor dining areas for fresh air and sunlight when possible
- ▶ Create peaceful quiet rooms for employee relaxation or meditation
- ▶ Provide complimentary wellness resources and classes for self-care





STEP 7

# EMBRACE THE CULTURE OF CLEANLINESS

THINK: DEEP CLEAN. SANITIZE. DISINFECT.

Cleanliness awareness is at an all-time high. According to recent research, people say they want to know that healthcare facilities are clean and safe. To feel safe, **they want to witness healthcare facilities being cleaned and sanitized, especially high-touch surfaces.**

**99%**

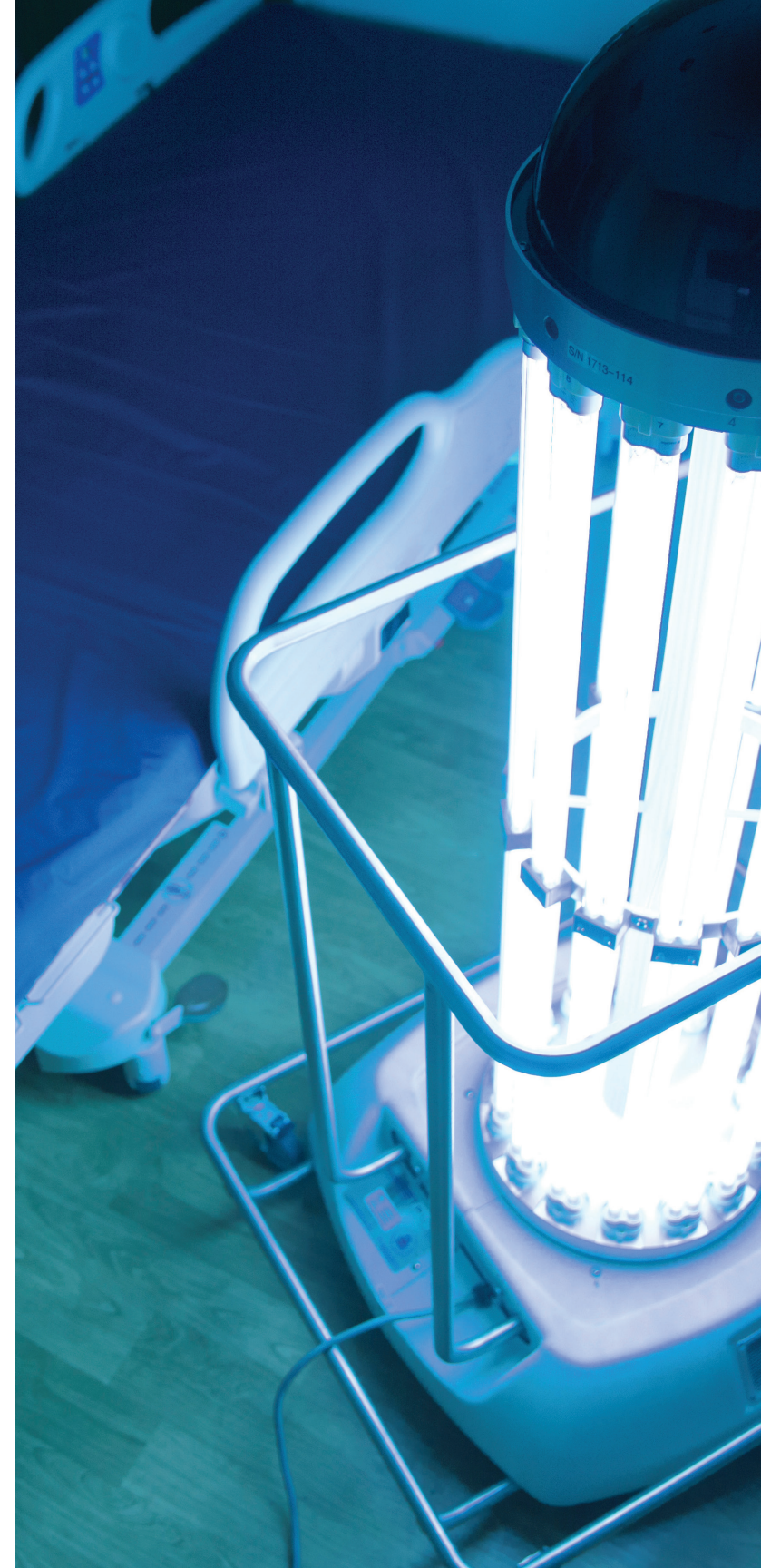
OF HEALTHCARE EMPLOYEES WILL MAKE A DINING DECISION BASED ON CLEANLINESS AND SANITATION<sup>3</sup>





## Adopt these Innovative Cleaning Solutions:

- ▶ Deep clean with systems that use advanced products and processes
- ▶ Disinfect with advanced technologies and validation systems
- ▶ Deploy cleaning robots to clean faster and boost safety
- ▶ Seal freshly cleaned patient rooms with adhesive door seals
- ▶ Add mobile meal ordering to improve safety and consumer confidence
- ▶ Install contactless payment technology to make checkout easy and safe







# ARE YOUR EMPLOYEES SATISFIED?

Improving job satisfaction is possible when facilities deliver healthier dining services, boosts of appreciation and safe environments. Contact Aramark to help put the right steps in place in your facility.

**CONTACT US**

#### **Resources**

1. Aramark COVID-19 Consumer Research: Healthcare Pulse June 2020
2. [Aramark, Attract and Retain Top Millennial Nursing Talent](#)
3. Aramark COVID-19 U.S. Consumer Research Healthcare Report
4. AMN Healthcare, [Why Nurses Job Satisfaction Matters to Patients](#)
5. Oncology Nursing News, More Than a Break Room

#### **Other General Insights**

Aramark's Spark Insight Report  
Aramark's Voice of Consumer - Covid-19 Response Survey