

Hospital Food Systems: Pediatrics

Details on Content of TOP TEN & Executive Summary

<p style="text-align: center;"><u>Your Top 10 List</u></p> <p>What Does It Take To Create An Excellent Patient Experience?</p> <ul style="list-style-type: none"> • Complete a TOP TEN list conveying your understanding of what it takes to make an excellent patient experience. • Consider all of your knowledge gained thru participating in all phases of this adult food system. <p><u>Grading:</u></p> <ul style="list-style-type: none"> • 50 points- understanding patient experience • 50 points - organized, easy to follow, critical thinking 	<p>Executive Summary</p> <p>What Are The Trends and Patterns You Identified While Conducting Research On Patient Satisfaction?</p> <ul style="list-style-type: none"> • Complete an executive summary for Carol Lloyd detailing any trends or patterns you observed as recurring problems on specific units. (i.e. trays not passed, staff left cart by elevator) • Also include details on trends or patterns you observed where excellent service is happening on specific units (i.e. Hostess returns to rooms to offer 2nd cup of coffee) • Review the audits you conducted: <ul style="list-style-type: none"> *Tray taste testing *Host/hostess audits *Patient meal rounding *Tray accuracy audit • Carol is especially interested in trends and patterns around the following areas: <table border="1" data-bbox="676 734 1955 1084"> <tr> <td data-bbox="676 734 1241 889"> <p>Timing: late, delays, or right on time Cart leaves kitchen Cart arrives at unit Hostess/host delivers all trays</p> </td> <td data-bbox="1241 734 1955 889"> <p>Accuracy: right food, right diet, right order Assembling of trays Taking orders</p> </td> </tr> <tr> <td data-bbox="676 889 1241 1084"> <p>Quality: excellent Appearance of meals Taste Temperatures</p> </td> <td data-bbox="1241 889 1955 1084"> <p>Customer service: courteous, high level of TLC Rapport established with patient by hostess/host Taking orders Delivering trays</p> </td> </tr> </table> <p><u>Grading will be based on</u></p> <ul style="list-style-type: none"> • 50 points - ability to track and analyze patient unit specific performance metrics • 50 points - organized, easy to follow, critical thinking 	<p>Timing: late, delays, or right on time Cart leaves kitchen Cart arrives at unit Hostess/host delivers all trays</p>	<p>Accuracy: right food, right diet, right order Assembling of trays Taking orders</p>	<p>Quality: excellent Appearance of meals Taste Temperatures</p>	<p>Customer service: courteous, high level of TLC Rapport established with patient by hostess/host Taking orders Delivering trays</p>
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