



Service Priorities and Programmes
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Enhancing Meal Satisfaction with Patient-Friendly element in the Integrated Menu

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Introduction

Patient meals are generally designed with low or less seasonings to suit most of the patients with diet restrictions. Patients with impaired mastication and munching ability are always put on minced or pureed diets in which the food appearance are destructed and become less appealing, especially for those conscious and cognitively sound patients. Together with the relatively plain taste of patient meals, patients on minced or pureed diet therefore are more susceptible to malnutrition leading to impaired treatment tolerance and effectiveness, higher complication rate and increase in length of hospitalization. More patient-friendly element considering the physiological needs and ability of the patients may enhance patients' appetite and food intake resulting in better nutritional status and treatment outcomes.

Objectives

- 1.To address different physical and clinical needs of patients
- 2.To enhance food enjoyment and therefore food intake of patients who are on minced or pureed diet due to impaired mastication and munching ability
- 3.To improve food satisfaction of patients in convalescent conditions and who are free from diet restrictions

Methodology

- 1.Enhancement on food presentation
 - (i) Implementation of "smooth soft diet" for patients with impaired chewing and/or dentition problems that may have to be put on minced or pureed diet
 - (ii) Introduction of Normal Diet with adjusted sodium and oil content for patients free from diet restriction.
- 2.Customer satisfaction survey was conducted to reveal the acceptance and suitability of the meals served.

Result

- 1.Patient survey in 1Q 2017 indicated an overall satisfaction of 94.4% (99.7%, 94.3%

and 89.2% for TMH, POH and CPH, respectively) with an improvement of 2.1% compared with 1Q 2016.

2. In CPH where the majority of patients are on Regular Diet, around half (50% , i.e. 200 per meal) of them were prescribed Normal Diet upon its introduction.

3. Satisfaction Survey result showed that patients staying in CPH, with relatively convalescent conditions, appreciated the household dishes in Normal Diet with an increase in satisfaction towards overall meal service and food presentation by 6.3% (89.2% Vs 82.9%) and 6.6% (76.5% Vs 83.1%), respectively compared with 1Q 2016.

4. Up to 1Q 2017, an average of 16% patients (55 per meal) with impaired chewing and/or dentition problems were prescribed Smooth Soft Diet after its introduction in TMH.

5. Percentage of respondents with impaired chewing and/or dentition problems rating "Very good" were increased by 8% (17% Vs 25%) after introduction of Smooth Soft Diet in TMH.

The introduction of patient-friendly elements, i.e. the Normal Diet and Smooth Soft Diet, to the integrated menu enhanced patient's (both acute and convalescent) satisfaction and hopefully promotes their nutritional status and treatment outcomes in the long run. Patients' satisfaction and feedback on different diet texture should be monitored upon menu changes for holistic patient care.