

HAC 2016 ABSTRACT for Oral Presentations

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Project title

Food Wastage Management Program in day service settings of POH

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Introduction

According to internal audit, food wastage is relatively high among hospitals of HA. Concerning the departments, reasons of the high food wastage were analyzed and concluded. For Day Ward (DW) & Day Surgery Unit (DSU), patients admitted in the morning and discharged before lunch, the meals of discharged patients however still be supplied by the catering due to already passed the cut off time for lunch in DCMS. Secondly, as the diet supplying to patients were preset automatically according to setting of 'default' or 'history' in DCMS, they have no choice for their meals leading to wastage due to mismatch of their taste preference. Lastly, lack of communication with nurse and patients who admitted in noon since they might have lunch already before admission or the lunch provided may not suit their preference. Both of the 3 mentioned factors consequently lead to high food wastage in DW & DSU in POH.

Objectives

- 1) To minimize food wastage
- 2) To improve patient satisfaction

Methodology

With inter-departmental collaboration, DCMS system was modified to increase feasibility on the cut-off time for lunch ordering. Training enhancement to staff for using of DCMS system by Hospital Food Services colleagues. Patients' choices for lunch were increased by offering a "Lunch Menu" for patient selection on admission. Staff would order the required meals according to patients' preferences. For patients admitted in afternoon, they were interviewed for their lunch preference at the time of phone reminder, if applicable. Also "Snack bar" was set up for patients especially those who requested "No" meal on admission. Varieties and types of snacks also enhanced for the choice of patient. The patients' satisfaction surveys as well as staff comments were collected before and after the Program.

Result

Surveys on food wastage before and after the Program showing the average percentage of food wastage in Day Surgery Unit and Day Ward were sharply reduced by 92.3% (from 26% to 2%). At the same time, patients' satisfaction survey and staffs' comments were also being collected and analyzed. Patients' percentage rating "excellent" for overall satisfaction on hospital diet was increased by 6.5% (from 31% to 33%). Besides, staff's comments were positive as "greatly gain was made with little effort".