



## Service Priorities and Programmes Electronic Presentations

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### **Providing Quality Food Services with Patient-friendly Menu Structure**

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#### **Keywords:**

Quality

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#### **Introduction**

Patients with poor food intake are more susceptible to malnutrition leading to impaired treatment tolerance and effectiveness, higher complication rate and increase in length of hospitalization. With the compromised health conditions and diet restriction during hospitalization, appetite and enjoyment may be further reduced. More patient-friendly menu may enhance patients' appetite and food intake resulting in better nutritional status and treatment outcomes.

#### **Objectives**

- 1.To provide quality meal services catering patients with different physical and clinical needs.
- 2.To enhance food enjoyment and therefore food intake by patient-friendly menu structure incorporating household-but-tasty dishes without introducing additional food cost
- 3.To improve food satisfaction of patients in convalescent conditions and free from diet restrictions

#### **Methodology**

- 1.Series of enhancement measures were implemented to the menu:
  - (i) Food presentation - 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) Variety and taste - Development of new menu with more choices for different texture level and enhanced taste (adjusted sodium and oil content) for patients on normal diet.
- 2.Probabilities of serving meals with the required texture levels were studied to reveal the matching power of the menu.
- 3.Customer satisfaction survey was conducted to reveal the acceptance and suitability of the meals served.

#### **Result**

1. Menu varieties increased by 300% (16 items per meal) and eliminated the unnecessary downgrading of texture for patients with meat preference.
2. For patients on normal regular diet with meat preference, the chance of receiving regular entrée item increased from 73% to 100% over the menu cycle. It eliminates 27% of the patients from downgrading to a pureed entrée solely due to a mismatch of their meat preference and a 10% improvement on satisfaction of food presentation was noted in the patient survey.
3. For patients on minced diet with meat preference, 100% of them would be saved from downgrading to pureed diet. With the introduction of "smooth soft diet", their choices are enhanced and the food enjoyment from food presentation could be retained.
4. Patient survey in 4Q 2016 indicated an overall satisfaction of 93% (99.2%, 94.9% and 84.8% for TMH, POH and CPH/SLH, respectively) with an improvement of 9% compared with 4Q 2015.
5. Even for patients staying in CPH/SLH, with relatively convalescent conditions, their satisfaction towards taste and food presentation increased by 10% (80% Vs 70%) and 7% (80% Vs 73%), respectively compared with 4Q 2015.
7. Patients appreciated the household dishes (16% increase in entrée rating "good or above").

Without additional food cost, the new menu structure with household dishes facilitates patient-friendly diets and therefore enhancing patient's (both acute and convalescent) satisfaction and hopefully promotes their nutritional status and treatment outcomes.