

Implementation Of Initiatives To Improve The Quality Of Nutrition and Food Service For Patients at BIDMC

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Introduction and Background

Beth Israel Deaconess Medical Center (BIDMC) is an academic medical center located in Boston. They are a teaching affiliate of Harvard Medical School. Their passion is caring for patients like they are family, finding new cures, using the finest and the latest technologies, and teaching and inspiring caregivers of tomorrow. BIDMC is part of Beth Israel Lahey Health, a health care system that brings together academic medical centers and teaching hospitals, community and specialty hospitals. BIDMC has two campuses (EAST & WEST) that offer the same services when it comes to food and nutrition, with the goal of offering the best patient experience and care.

West Campus



Objectives

- Measure the following benchmarks of quality in the hospital environment;

- Food Quality
- Delivery efficiency
- Professionalism of Food Delivery Staff

- Analyze patient complaints and comments in regarding food and service quality.
- Explore possible accommodations and approaches in addressing patient complaints and comments regarding Food service on the West Campus of the Hospital

Goals –Identify achievable system changes that can improve the measured benchmarks for benefit of patient Nutrition and Care .

- Increase consistency and timeliness of food delivery.
- Increase the rate in which patients are receiving their meals in good time along with good quality and courtesy.



Materials & Methods

- Complete daily patient rounds for data collection.
- Utilize Experiencia to gather data on timeliness and consistency of food delivery.
- Review zoning project information to identify areas for improvement in food delivery.
- Review workflow in the kitchen service.
- Shadow kitchen staff, to identify possible changes or improvements.
- All data collected can be located on Experiencia which is the website and software used at BIDMC for patient services in terms of nutrition.

East Campus



Process & Results

In the first chart, one can see how BIDMC is one of the lowest scoring facilities. (Highlighted in the yellow). These numbers represent baseline data from patients, regarding hospital operations. The hospital is scored on timeliness of meals delivered, cleanliness, and comments.

| Beth Israel Lahey Health System | | | | | | | | | |
|---------------------------------|----------|------|------|------|------|------------|-------|-------|------|
| Meals Overall | Baseline | | | | | YTD Total* | Below | Maint | Goal |
| | e | Q1 | Q2 | Q3 | Q4 | | | | |
| Anna Jaques | 33.3 | 49.9 | 46.7 | 42.7 | 36.7 | 44.3 | 33.4 | 33.4 | 35 |
| BIDMC | 32.3 | 29.3 | 31.9 | 31.5 | 31.2 | 32.1 | 32.4 | 32.4 | 34 |
| Milton | 47.2 | 39.5 | 42.4 | 44.5 | 39.8 | 41.3 | 47.3 | 47.3 | 48.9 |
| Needham | 33.4 | 32.0 | 31.6 | 27.1 | 35.9 | 30.2 | 33.5 | 33.5 | 35.1 |
| Lahey Hospital | 37.1 | 32.5 | 36.2 | 37.1 | 37.6 | 35.5 | 37.2 | 37.2 | 38.8 |
| Mount Auburn | 36.9 | 32.0 | 22.7 | 30.4 | 35.2 | 30.4 | 37 | 37 | 38.6 |
| New England Baptist | 63.1 | 65.4 | 56.7 | 59.4 | 60.5 | 60.5 | 63.2 | 63.2 | 64.8 |
| Winchester | 50.3 | 41.4 | 47.3 | 45.7 | 42.1 | 44.7 | 50.4 | 50.4 | 52 |

This second chart breaks down how the total number for the hospital's rank is organized by subject matter of food service.

CCU, CVICU, FARR 10, FARR 11, FARR 2, FARR 3, FARR 5, FARR 6,

FARR 7, FARR 8, FARR 9, FINA ICU, MICU A, MICU B, NEURO ICU, PACU WEST,

ROSENB 6, ROSENB 7, SICU, TSICU

| TOP BOX- WEST Fy22 | Q1 | Q2 | Q3 | Q4 | Total |
|--------------------|------|------|------|------|-------|
| Meals Overall | 31.0 | 30.2 | 31.8 | 27.9 | 34.0 |
| N* | 633 | 566 | 640 | 611 | 1792 |
| Quality | 28.4 | 29.4 | 28.9 | | |
| N* | 629 | 544 | 432 | | |
| Temp | 33.5 | 32.5 | 31.1 | | |
| N* | 629 | 554 | 440 | | |

Conclusion

Data collection is ongoing, and while the latest data is not yet available, patient comments suggest an improvement in satisfaction. Negative feedback has decreased significantly, following the improvements. Although we have seen positive feedback to the changes made, all needs cannot be met, such as Doctor ordered diets.

Positive Feedback

- Hats off for a great serving staff!
- The food was served hot and its quality very good. The servers were polite and lovely.
- Better food than other hospitals so far.
- Food staff answering the phone and delivering the food were wonderful.
- The food was very good! Not typical "hospital food." We were also there for Thanksgiving, and a nice meal was available for the holiday. We were also pleased with the vegetarian options.
- Menu choice surprisingly large & varied. For taste & satisfaction, all hospital food is barely edible. This however was better than that at St. Elizabeth.

References

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Charts drawn from BIDMC Experiencia Data Base.