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Top Grades for Dietary Department at Dickinson Memorial Hospital

The scores are in, and it is official ... staff in the Food and Nutrition Services (FANS) Department at Dickinson Memorial Hospital scored a perfect 100% for showing courtesy and respect to their patients when serving their meals in the four areas surveyed: Medical Unit, Surgical Unit, Intensive Care Unit, and OB Unit. Consequently, they were honored with the travelling trophy presented each month by the *Journey to Excellence* team in recognition of an area, which is living up to the standards of the internal performance improvement program.

“A perfect score of 100% is very difficult to achieve let alone achieving a perfect score from patients in all four inpatient areas of the hospital,” commented John Schon, Administrator / CEO. “We are extremely proud of our dietary staff and encourage all of our employees to look to them as examples of the kind of consistent customer service we all need to strive for when interacting with our patients and their families.”

The *Journey to Excellence* program was initiated throughout Dickinson County Healthcare System – both hospital and clinics – approximately a year ago. This comprehensive customer service program has set service standards for all employees and systematically trains staff in engagement techniques and the proper treatment of patients so their healthcare experience is as pleasant as possible. The program uses the monthly HCAHPS Survey scores as a measure of its effectiveness and an indication of what is working well and which areas still need improvement.

DCHS participates in the *Hospital Consumer Assessment of Healthcare Providers and Systems* (HCAHPS), a survey tool designed by the federal government comprised of questions related to customer service actions as noted by patients. The HCAHPS survey is the first national, standardized, publicly reported survey of patients' perspectives of hospital care. It is a survey instrument and data collection methodology for measuring patients' perceptions of their hospital experience. While many hospitals have collected information on patient satisfaction for their own internal use, until HCAHPS there was no national standard for collecting and publicly reporting information about patient experience of care that allowed valid comparisons to be made across hospitals locally, regionally and nationally.

“We realize that patients have a choice of where they go for their healthcare,” continued Schon. “While patients base their decisions upon the clinical quality and safety of the healthcare they receive, they also make choices based upon the ‘soft skills’ inherent in a quality healthcare experience. We challenge ourselves to meet our patients’ needs in all areas so they choose to seek local resources for their care.”



Staff in the Food and Nutrition Services (FANS) Department at Dickinson Memorial Hospital was recently honored with the *Journey to Excellence* travelling trophy. They were recognized for receiving a perfect HCAHPS score of 100% from patients in all four inpatient units in the area of courtesy and respect. FANS staff are truly role models of customer service. Pictured (L to R) is a small representation of the FANS staff who serve patients at Dickinson Memorial Hospital: Diane Hansen, Mary Chartier, Karen Kollmann - Supervisor, Faye Del Debbio, Dawn Bruneau, and Wanda Gendron.