



# ROOM SERVICE DINING CASE STUDIES

DM&A

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## Tri-State Memorial Hospital (Bed Size of Facility – 25)



### Room Service Success Story

Room Service Implemented May, 2014

**Press Ganey Score Improves to 92%**

(Customer Service 98%, Quality of Food 93%, Food Temperature 91%)

**Food Costs Down 14%**

**Reduced Labor 15%**

**Successfully came in \$10K under budget**

“We have had many compliments as to how good the food is and how much the people are enjoying the fact they are able to get what they want when they want!”

“Overall our room service program has been very successful and patients are loving it!”

Mathew Morgan  
Food and Nutrition Manager



**Tri-State**  
MEMORIAL HOSPITAL &  
MEDICAL CAMPUS



# Jackson County Memorial Hospital

(Bed Size of Facility – 238)



Room Service Implemented December, 2013

## Flavor of the Food

BEFORE: 43.5% 4th quarter 2013 (Oct – Dec 2013, Trayline Oct and Nov)  
AFTER: **60.0%** 2nd quarter 2014 (Apr – Jun 2014)  
*75<sup>th</sup> percentile for NRC Picker scores for flavor of the food = 42%*

## Courtesy/Respect from the Person who Brought You the Food

BEFORE: 87.8% 4th quarter 2013 (Oct – Dec 2013)  
AFTER: **96.6%** 2nd quarter 2014 (Apr – Jun 2014)  
*75<sup>th</sup> percentile for NRC Picker scores for courtesy/respect from person who brought you your food = 91%*



**Captain James A. Lovell  
Federal Health Care Center  
U.S. Department of Veterans Affairs  
(Bed Size of Facility – 310)**



**Room Service Implemented January, 2013**

**Trays delivered within 45 minute timeframe:**  
**October 2013: 91%**  
**November 2013: 99%**

**3<sup>rd</sup> quarter FY13 compared to 3<sup>rd</sup> quarter FY12:**  
**Food cost savings of \$52,585.56 or 18.9%**

**Food cost/meal FY13 1<sup>st</sup> quarter \$3.31 (prior to going live with RS)**  
**Food cost/meal FY13 3<sup>rd</sup> quarter \$2.16 (post RS implementation)**  
**\$1.15 difference per meal**



## **Sarah Bush Lincoln Health System**

**(Bed Size of Facility – 80)**



**Room Service Implemented November, 2012**

**Patient Satisfaction Score Before Room Service:**

**49<sup>th</sup> Percentile**

**After Room Service:**

**95<sup>th</sup> Percentile!**

**10 Year ROI Estimate: \$565,000**





## Kaiser Permanente Moanalua Medical Center (Bed Size of Facility – 235)



Room Service Implemented August, 2012

**Projected Annual ROI Savings:**

**\$518,000**

**Current Annual Savings:**

**\$1,500,000**

### Room service hospital meals help Kaiser Permanente Hawaii save \$1.5M a year

Aug 20, 2014, 12:39pm HST | UPDATED: Aug 20, 2014, 5:30pm HST



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**Matt Tuohy**  
Reporter-  
*Pacific Business News*  
Email

Kaiser Permanente Hawaii's Moanalua Medical Center has been saving about \$1.5 million a year in food costs by bringing meal preparation in-house and allowing patients to choose when and what they want to eat as the first hospital in Hawaii to offer a room-service menu.

The hospital, which until two years ago outsourced meal preparation to Aramark,



View Photos

Tina Yuen

Eva Luis, right, pantry prep worker in the kitchen at Kaiser Permanente's Moanalua Medical Center, and Carolyn Caballes, left, director of food and nutrition services, organize prepared fruit and somen salads and soft fruit plate for the hospital's in-house catering service.

**“First hospital in  
Hawaii to offer a  
room service menu.”**

**PACIFIC  
BUSINESS NEWS**



**KAISER PERMANENTE®**



## Fairview Range

(Bed Size of Facility – 139)



Room Service Implemented September, 2012

**Press Ganey Patient Satisfaction Score  
before Room Service:**

**53<sup>rd</sup> Percentile**

**After Room Service:**

**99<sup>th</sup> Percentile!**

**10 Year ROI Estimate:**

**\$397,000**





*Exceptional People. Exceptional Care.*

## **Mater Health Services**

### **South Brisbane, Queensland, Australia**

**(Bed Size of Facility – 238)**

#### **2014 Highlights**

- **PRESS GANEY** – **Increased** from the 35th percentile (Quarter 2, 2013) to the **80th percentile** (Quarter 2, 2014).
- **Plate waste** has **decreased** from 30% to **12%** and only 6% in oncology.
- **Reduction** of **supplements** by 60%.
- **Food costs** are **down** by over **\$500,000 (15%)**.
- Mater Health Services **won** the **PHAQ Award (Private Hospitals Association of Queensland)** for **Non-Clinical Innovation** and the **Overall Prize for Innovation** in Queensland.



**Room Service Implemented June, 2012**

#### **Room Service Savings**

**Projected Year 1 Food & Supply Savings: \$300,000**

**ACTUAL Year 1 Food & Supply Savings: \$500,000!!!**





## **Avera St. Luke's Hospital**

**(Bed Size of Facility – 139)**



**Room Service Implemented April, 2012**

**Press Ganey Patient Satisfaction Score  
After Room Service:**

**99<sup>th</sup> Percentile!**



## Hedrick Medical Center

(Bed Size of Facility – 12)



Room Service Implemented January, 2012

Patient Satisfaction Score before Room Service:

**80<sup>th</sup> Percentile**

After Room Service:

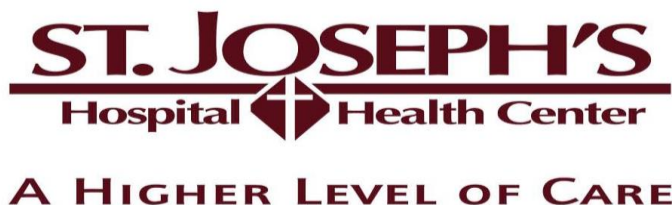
**99<sup>th</sup> Percentile!**



# St. Joseph's Hospital and Health Center

## (Bed Size of Facility – 451)

Room Service Implemented December, 2011



May 15, 2012

Chef Ron Sabatini,

This letter is to officially confirm, since our implementation of Room Service, December 6<sup>th</sup>, 2011, that our most recent Press Ganey Scores reflect a steady increase “rocketing” us to the 94<sup>th</sup> percentile over all in a five month period.

We, the management team, under the direction of Jamie have worked collectively and aggressively to stick to the basics of menu adherence, product quality and recipe adherence, effectively train staff of all levels from tray delivery to proper cooking standards and communicate with staff – showing monthly graphs the rewards of their work. Posting comments and patient rounding assisted in keeping the momentum high and flowing.

Well we have done extremely well so far but our goal is the 100 percentile, and maintaining it! Thank you and your team.

Respectfully,

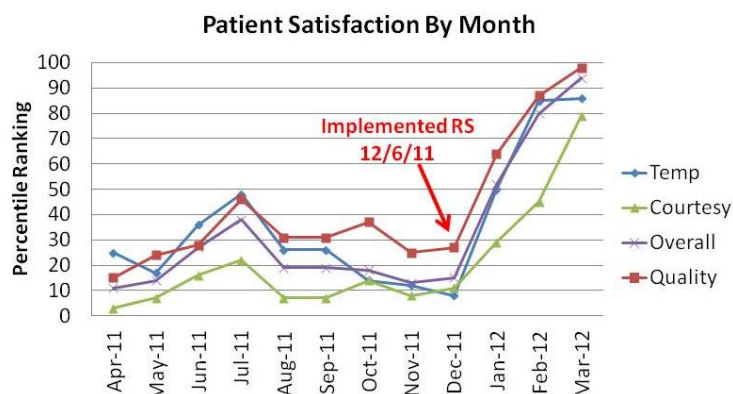
Jeff Mitchell, CEC,CCA

Certified Executive Chef

St. Joseph's Hospital & Health Center

(315) 726.7725

### St. Joseph's Hospital Nutritional Services Impact of Room Service on Patient Satisfaction



**10 Year ROI Estimate**

**\$381,000**



# South Central Regional Medical Center

(Bed Size of Facility – 268)

Room Service Implemented July, 2011

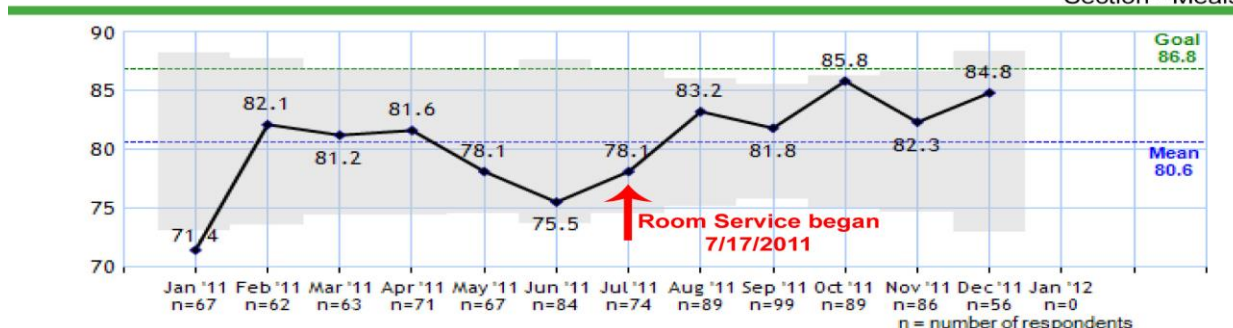


Mean Trends

Inpatient

South Central Regional Medical Ctr.

Section - Meals



“Looking back over the past year I can’t help to realize just how big of a project this really was. This transformation from Food Service Tray Line to Room Service has changed not only the way we operate but it has changed the culture of my department. I just want to recognize (all the DM&A) coaches... You all spent time with me and my staff to help make sure that we got through this challenge without any issues. DM&A Coaches were with me from building the foundation of the new service to teaching the logistics, creating the menu, the implementation of policies and procedures, to the training plan and the execution of training on go live week. (DM&A) know this work and handle this in a way to make sure that all the pieces fit together seamlessly... Not only has my department been impacted, but my growth as a business professional and my personal life forever. I will never forget July 17, 2011. It is one of the best days of my professional career...”

**Jason Terry**

**Food Service Director**

**South Central Regional Medical Center**



**10 Year ROI Estimate:**

**\$1,816,000**





## Memorial Hospital of Converse County

(Bed Size of Facility – 25)

MEMORIAL HOSPITAL  
of Converse County

*Advanced Medicine. Hometown Care.*



Room Service Implemented 2011

**Patient Satisfaction Score after Room Service:**

**98<sup>th</sup> Percentile!**

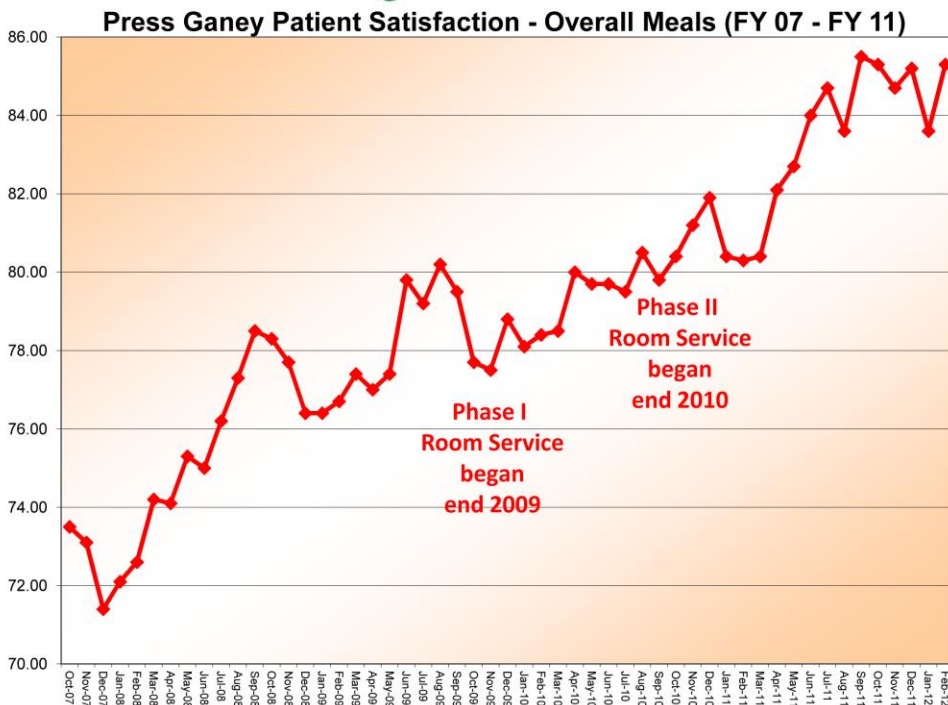
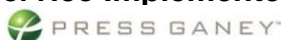
51% Increase in Transactions in the Café  
54% Increase in Revenues Compared to Last Year



# Lakeland Regional Medical Center

## (Bed Size of Facility – 851)

Room Service Implemented 2010



When asked about Room Service, Vice President of Operations, Carole Philipson was thrilled to say, “The accomplishments of Room Service have drastically increased patient satisfaction, and now we have patients saying, ‘The best thing about this trip to the hospital has been the excellent food.’”

### LRMC Patients Receive “5-Star” Room Service Experience

By Melissa Vernon, Nutrition & Food Service



Photo above (left to right): John Wilson, Food Production Manager; Joel Mary, Food Service Worker; and Mark Eisenmenger, Patient Food Service Manager

LRMC embarked on a journey to provide its patients with one of the things needed most for a speedy recovery—delicious and healthy food. Nutrition and Food Services led the quest to greatly improve patients' satisfaction with their services and daily-delivered food. In 2010, the team evaluated the current program, identified areas needing improvement and developed the concept of hospital room service.

The formula for improved patient satisfaction was simple: “Give patients what they want to eat, when they want to eat it,” said Chef John Buewenger, director of Nutrition and Food Services. After several experiments with “made-to-order” menu selections and using a spoken menu, the decision was made to do a true “hotel-style” room service.

The food service leadership team worked together to create a menu and recipes to satisfy all types of palates. Clinical Dietitian Manager Sandra Harrison, ensures all dietary guidelines are met for each patient, while Chef John Buewenger and Chef John Wilson, the new food production manager, make sure food presentation and quality meet the highest of standards.

Working closely with Theresa Horne, MSN, ARNP, director of nursing, the pilot started in the Mother-Baby Unit on Mother's Day 2007. The program was hugely successful, as patients noted how much they enjoyed the service on follow-up surveys. A short time later, the Pediatric Unit began utilizing the service as a special menu was added for children. It was no surprise that chicken nuggets and pizza became two of the most frequently requested items.

As of January 2010, Nutrition and Food Services began providing hospital-wide room service for all patients. Since that time, all patients have been able to select meals based on their preferences and physicians' orders, and have them delivered to their room within 45 minutes.

Patient Food Service Manager Mark Eisenmenger and his staff have dedicated themselves to the success of the program. In order to maintain high level service, the leadership team monitors patient satisfaction as far as the quality of the food, as well as courtesy of the food service host. Daily comments can attest to the success of the program.

“The food was excellent, and it was hard to believe I was in a hospital!” said a recent patient on MS. During LRMC's Joint Commission Survey in June, Food Services received the ultimate praise from the team saying, “This is the best hospital food I have ever tasted!”

Not only are patients ecstatic about the service, but the food service staff take pride in it as well. They like working with the nurses to ensure our exceptional health care goal is met. In food production, our cooks love the fact that their hard work made someone else more healthy, happy and satisfied.

When asked about room service, Vice President of Operations, Carole Philipson was thrilled to say, “The accomplishments of room service have drastically increased patient satisfaction, and now we have patients saying ‘The best thing about this trip to the hospital has been the excellent food.’”

Providing exceptional healthcare to our patients has been a joint effort between the leadership team, and nursing departments and food service staff -- and the accomplishments have been outstanding.

### Free Cancer Screenings

LRCC's mobile screening bus is offering free cancer screenings at the 'A' entrance.

- Friday, August 13 (8 a.m. until 4 p.m.)
- Friday, September 10 (8 a.m. until 4 p.m.)
- Saturday, September 18 (7 a.m. to 1 p.m.)

**By Appointment Only!**  
(863) 603-6503



# Golden Valley Memorial Hospital

## (Bed Size of Facility – 87)

Room Service Implemented 2010



Mean Trends

Inpatient

Golden Valley Memorial Hospital

Section - Meals



10 Year ROI Estimate:

**\$381,000**