Adult Patient Food Systems

Details on Content of TOP TEN & Executive Summary

Your Top 10 List What Does It Take To Create An Excellent Patient Experience?	Executive Summary What Are The Trends and Patterns You Identified While Conducting Research On Patient Satisfaction?

• Complete a TOP TEN list conveying your understanding of what it takes to make an excellent patient experience.
• Consider all of your knowledge gained thru participating in all phases of this adult food system.
 	
Grading:
• 50 points- understanding patient experience
• 50 points - organized, easy to follow, critical thinking
	• Complete an executive summary for preceptor detailing any trends or patterns you observed as recurring problems on specific units. (i.e. trays not passed, staff left cart by elevator)
	• Also include details on trends or patterns you observed where excellent service is happening on specific units (i.e. Venus returns to rooms to offer 2nd cups of coffee)
	• Review the audits you conducted:
	    *Tray taste testing *Host/hostess audits
	    *Patient meal rounding *Nurse interviews
	    *Tray accuracy audit
	• Trends and patterns around the following areas are especially important:
	
	Table:
	
	Grading will be based on
	• 50 points - ability to track and analyze patient unit specific performance metrics
	• 50 points - organized, easy to follow, critical thinking

The embedded table within the Executive Summary cell:

Timing: late, delays, or right on time	Accuracy: right food, right diet, right order
Cart leaves kitchen Cart arrives at unit Hostess/host delivers all trays	Assembling of trays Taking orders
Quality: excellent Appearance of meals Taste Temperatures	**Customer service: courteous, high level of TLC** Rapport established with patient by hostess/host Taking orders Delivering trays