



ROOM SERVICE



BACKGROUND:

This project was adopted to allow the patients at the Dayton Hospice House, to eat upon demand vs. the old way of a tray line system. The tray line system offered a main entrée and an alternate entrée offered to each patient. This also gave the patients the opportunity to choose from a large variety of food options. The patients are able to order any food within the menu book from 7am- 8pm. This was made possible by the purchase of a menu software system and the help of our internal Information Team. This project took about two years to completely implement and is currently serving the nutritional needs of all the in house patients at Ohio's Hospice of Dayton.

CLINICAL OBJECTIVE:

Room Service allows our patients to order meals according to their "normal" meal habits. This also allows the patient to take control over what they eat and when. This is very important to our patients since in most situations they have lost control of so many of life's daily choices due to their current illness.

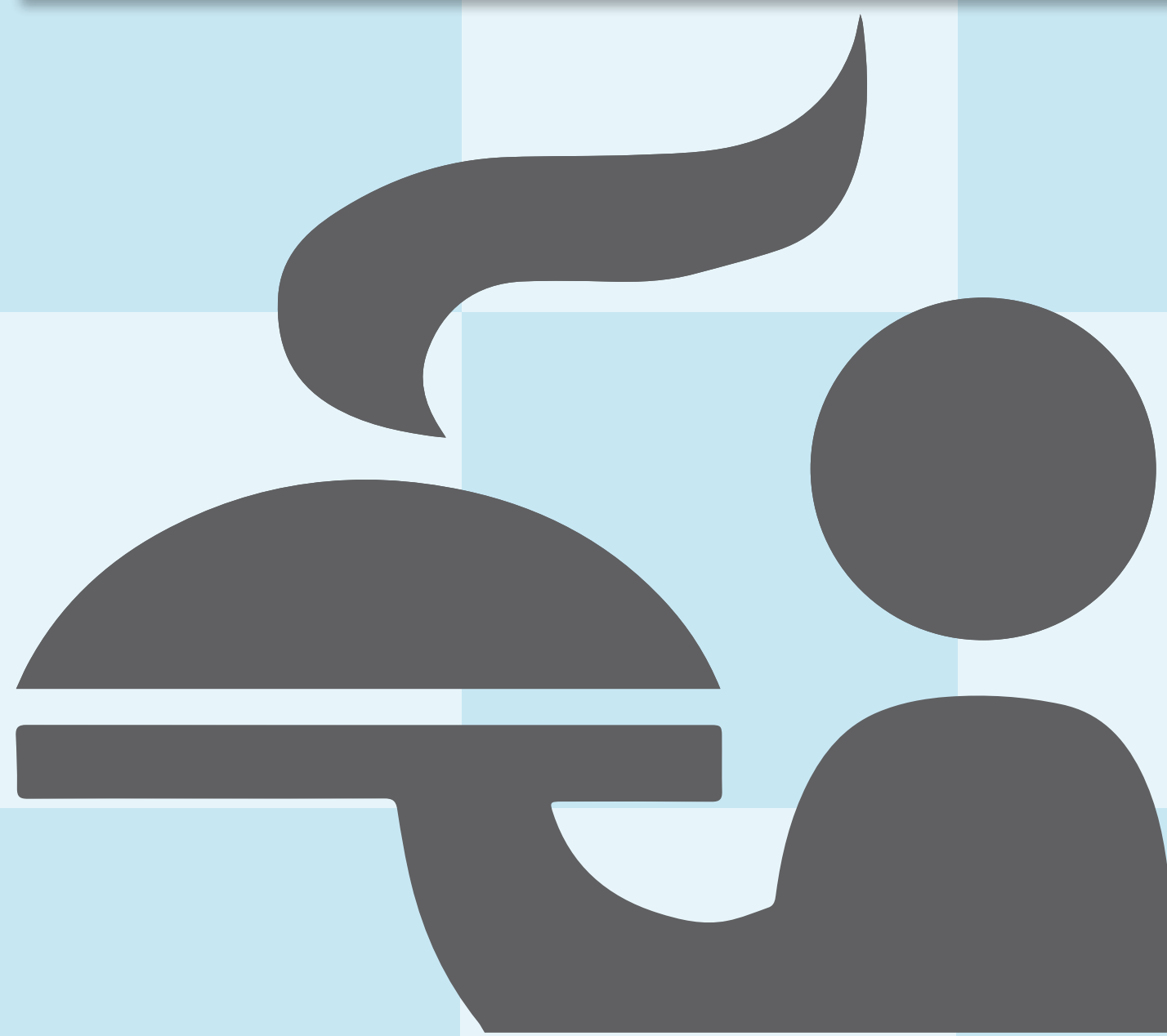
This new system also has alleviated the clinical staff from having to pass most trays. Culinary Team now delivers all meal trays to our in house patients unless the patient needs assistance with meal service. This has allowed our STNA's to have more bedside time with our patients.

METHODS:

This system was very cost effective as we have not added any additional labor hours to any of the teams. The software is monitored by our in house IT team and Culinary fills the other gaps. The patient simply picks up the phone places an order and within a few minutes food shows up to their room hot and ready to eat.

RESULTS:

The results have been very favorable. The Culinary Team has enjoyed serving the meals to the patients. The patients have had the opportunity to engage with our Culinary Team. We have received positive feedback from our Clinical Team, patients, and patients family members.



CONCLUSION:

This has been very positive for our patients. This system has allowed us to give back to our patients choice of meals and control when they want their meals. It has given the culinary team the opportunity to better serve our patients and our mission. Room Service has also allowed our clinical team more time at the bedside serving those we care for.

