Webinar: Strategies to unlock the power of food in healthcare
Preventing food waste

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Impressions:
• All kitchens in clinics of the Vienna Health Association have been certified by the Austria Bio Garantie, since 2008
VHA proportion of organic food in %
Food preparation/Food Save needs a sensitive system
Activities in our FOOD WASTE Projects

- Monitoring: Recipe pool & Portion sizes: are periodic revised
- Cooking on demand (if possible)
- Compensation of production quantities in the employee canteen
- Black bread and wholegrain bread may be given to patients on the second day as "fresh"
- Range Optimizing: from 4 to 3 types by baked goods
- Ongoing optimization: Modify the menus
- Monitoring of Stations ordering
- Statistic- Information (periodic): about the consumption of breakfast ingredients, bread and pastries
- Communications project: Chefs routinely visit 1-2 / year each station
- Department meeting: Interdisciplinary discussion about the food (supply) with kitchen management, department head and the responsible dietitian
Development of food waste in recent years
Reasons why patients do not eat

• Medical reasons:
  − Because of nausea / vomiting
  − Fatigue
  − Deficit of appetite or loss
  − Motoric restrictions (= support necessary)
  − Dysphagia (= difficulty swallowing or disturbing)

• Type of food distribution:
  − Portion size (too much on the plate)
  − Food was too hot / cold

• Aesthetics / personal feelings:
  − Optics
  − Taste
  − Smell

• Administrative reasons:
  − Medical examination: Meal failed
  − Disturbance by visit, instructions and suchlike
  − Surgical preparation
Hierarchy of Needs - Pyramid patients

Core needs of patients:
Freedom from anxiety and pain as well as intimacy

Taste, Food
Equipment, Hotel character
Assistance, Service-quality
Short, fearless and painless procedures
Information/Communication, Responding to individual needs
Privacy, No negative experiences, Rest
Physical well-being, Pain freedom, Healing -success

Expectations

Enthusiastic Factors

Fearless/painless
Privacy

Core needs of patients:
Freedom from anxiety and pain as well as intimacy

("These services would surprise me positively")
("That would help me with my fear")
("I hope to get some benefits, although I know that it is not always feasible")
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("These services would surprise me positively")
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We deal with the possibilities for Reduction in the amount of food purchased without impairing the quality of care for patients.

Goals:

- Optimization of the ordering system
- Food use
- Information measures
Encourage patients to eat to prevent malnutrition to support the recovery process

Collection of ideas:
- Stimulate the appetite (portion on the plate too much, too little?)
- Motoric freedom vs. restriction (help wanted - unwanted?)
- Difficulty swallowing / chewing known - not known?
- Eating too hot - too cold?
- Thirst?
- Appearance, taste, smell?
- Trouble-free eating
The food waste disposal company brings it to the biogas plant
Portioning and distribution on the ward
Return of food

Average:

- 34% Delivered soup will not be eaten
- 34% Delivered salads will not be eaten
- 5% Delivered desserts will not be eaten

» 21% Delivered main courses will not be eaten
Return of bakery products

Consumption
kilograms per day of care


0.15 0.17 0.19 0.21 0.23 0.25

Wiener Gesundheitsverbund
Klinik Hietzing

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Waste monitoring for large-scale kitchens: How it works!

- Unique capture of detailed profile data
- Continuous entry of monthly output and waste quantities
- Only evaluation of existing data, no strenuous waste sorting!
- Regular evaluation by branch comparison
- Implementation of escalation steps for waste reduction
- Derivation of the need for action per location
- Self-evaluation

Trainings & Workshops

Coaching

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Example for reporting – Loss ratios:

- **Urgent need for action**
- **Average need for action**
- **No immediate need for action**

**Number of canteens in system:** 54

**Ø loss ratio:** 13 %
Überblick 1. Halbjahr 2020

Durchschnittliche Verlustquote: 21 %

Im 1. HJ 2020 wurden 160 österr. Großküchenstandorte von 17 Betreibern im System erfasst
“MONEYTOR” – Food Waste monitoring and management system for large-scale kitchens

“MONEYTOR” is an easy to use food waste monitoring tool that allows large scale kitchens (in company canteens, hospitals, retirement homes etc.) to keep track of their “loss ratio” – the ratio of food served per month and their organic / food waste with a minimum effort and maximum result – and have a benchmarking-system to compare themselves with other kitchens/institutions.
What we have learned

- FoodSave is an important policy goal and can be a business opportunity for the food service sector – but the companies require assistance.
- The sector is highly diverse ranging from highly standardised corporations to a large number of SMEs (who make up a high percentage of waste).
- Standardised tools, methods and services proved to help companies realise the food save potentials.
- Umbrella-organisations (such as UAW) can help deliver this value to food service companies and can support in adapting tools and methods to national or even regional needs.