How to lower food waste and increase patient satisfaction

Gentofte Hospital
Clinical dietician specialist, Sisse Hørup Larsen
The kitchen at Gentofte Hospital

- Portions served per meal: 340
- Staff: 77 incl. dieticians
- Number of wards: 10
- Additional sections food is sent to: Eating disorder, psychiatric department
- Hot food served at midday
Survey of 100 patients

- Unsuccessful plate serving
- 75% were not offered snacks
- Nurses did not know what was on the plate
- Neither did the patients (especially those that did not get out of bed)
  - "I couldn´t recognize the taste of the soup"
  - "I didn´t know what was for lunch and if I had other choices"
Three main objectives:

• To provide the best dining experience for our patients
• Reducing food waste
• To get direct feedback from our patients about the food
Pilot project in winter 2013

A medical and orthopedic ward (total of app. 60 patients)

*The vision:*

- To create high patient satisfaction
- To offer the best service
- To offer meals of high culinary quality
- Create opportunities to get a meal at any time of the day
- Area in flexibility of supply, without compromising on quality
- Increase appetite
- Focus on the nutrition for patients with poor appetite and their needs
- The food is decorated in the kitchen and served by the kitchen staff
- Smaller meals on nice plates
Evaluation of the project

- 80% found it as positive that there was a greater flexibility in their choice of food from the menu plans

- There were only positive feedback from patients about the service and the serving of the food

  "Nothing to complain about. Everything is delicious and fresh, and the small portions promotes appetite."

  "It is very delicious food, well cooked and beautifully served and it tastes great. Five stars for the chef."

- 90% found no need for flexibility around times for serving

- Food waste - 488 kg less food of 6 weeks

- The medical patients - there were many challenges!
Results – the new concept!

- Kitchen staff serving all three meals on weekdays
- New plates and servings of food, decorated in the kitchen
- New menu – ”The classic modern”
- Snack cart twice a day, all days
- Delivery of menus

= Powerful service

- Actions paid by wards
Before...
After…

Breakfast

Lunch
Dinner
# The menu of the day

<table>
<thead>
<tr>
<th>Middagsmad</th>
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</thead>
<tbody>
<tr>
<td>Afdeling</td>
</tr>
<tr>
<td>Stue</td>
</tr>
<tr>
<td>Navn</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Onsdag middag i ge uger</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dagens varme ret</td>
</tr>
<tr>
<td>□ Kødboller med stuvning af selleri, gulerødder og kartofler</td>
</tr>
<tr>
<td>□ Kartoffelmos med gulerod</td>
</tr>
<tr>
<td>Dagens lune vegetar</td>
</tr>
<tr>
<td>□ Forårsrulle med grønsagsfyld</td>
</tr>
<tr>
<td>Dagens suppe</td>
</tr>
<tr>
<td>□ Sød kartoffelsuppe</td>
</tr>
<tr>
<td>Sandwich</td>
</tr>
<tr>
<td>□ Ægge-rejesalat</td>
</tr>
<tr>
<td>Dagens grønne salat eller råkost</td>
</tr>
<tr>
<td>□ Hvidkål med rødøg, mynte og peanuts</td>
</tr>
<tr>
<td>Dagens dessert</td>
</tr>
<tr>
<td>□ Kokos pannacotta med lime og appelsingelé</td>
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</tbody>
</table>
Snack cart
Snack cart

- 2 carts
- 2 routes
- 2 persons

(Bachelor in nutrition and a Dietician)

- All patients
  - and relatives
Morning
Afternoon
1 glass

1000 kJ (240 kcal)
10 grams of protein
What have we learned?

- Need for high professionalism among staff serving
- Knowledge about the language / tone / processes in a clinical department
- Isolation?
- Need for diabetes friendly snacks
- Relatives
- Staff knowledge / involvement are important
- The patients love it!
Food waste
# Registration scheme

<table>
<thead>
<tr>
<th></th>
<th>Aften</th>
<th>Lige</th>
<th>uger</th>
<th>Fredag</th>
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<tbody>
<tr>
<td>Navn:</td>
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<td>Dato:</td>
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<tr>
<td>Afdelings nr.:</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Dags menu</th>
<th>Antal med op på afd.</th>
<th>Antal med tilbage</th>
<th>Forbrug</th>
<th>Mandags menu</th>
<th>Antal til Mandag</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leverpostej</td>
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<td>Landøg</td>
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<tr>
<td>Oksebryst</td>
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<td>Kalvenuløfse</td>
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<tr>
<td>Kartoffelmad</td>
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<td>Gravad laks</td>
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<tr>
<td>Tomatølle</td>
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<td>Svampesuppe</td>
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<tr>
<td>Fannikel salat</td>
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<td>Spidskål salat</td>
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<tr>
<td>Sandwich m/ørredsalat</td>
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<td></td>
<td>Sandwich m/torskerøgn</td>
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<tr>
<td>Rabarber mousse</td>
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<td>Trifli med solbær</td>
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<tr>
<td>Rugbrød</td>
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<td>Rugbrød</td>
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<td>Sandwichbrød</td>
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<td></td>
<td>Sandwichbrød</td>
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</tbody>
</table>
The foodwaste at the wards – The amount of food that has been ordered, minus the amount of food that has been served (in percentage)
Box to collect leftovers
The Bio-Tank

Collected appx. every 3rd week.
Food waste is rich in Phosphate
Current initiative

• Partial implementation at Herlev
This is what the patient may see…
Niveauer
1. Niveau = Bullets 22 pkt
2. Niveau = Bullets 20 pkt
3. Niveau = Bullets 18 pkt
4. Niveau = Bullets 16–10 pkt

For at få punktopstillet teksten (flere niveauer findes) brug Forøg listeniveau.

For at få venstrestillet teksten uden punktopstilling, brug Formindsk listeniveau.

This is the same meal, and how we expect it to look like…

Skank af gris med kompot af gule ærter, hvidkål med løgtoppe og topping af estragon, peberrod og citron.
The buffet at Herlev Hospital
Opstil teksten i punkter

Niveauer

1. Niveau = Bullets 22 pkt
2. Niveau = Bullets 20 pkt
3. Niveau = Bullets 18 pkt
4. Niveau = Bullets 16 – 10 pkt

For at få punktopstillet teksten (flere niveauer findes) brug

Forøg listeniveau

For at få venstrestillet teksten uden punktopstilling, brug

Formindsk listeniveau

Herlev og Gentofte Hospital

Pilotstudy with the snack cart
Future

• Increase the professionalism (Meal hosts)
• Continue developing the concept
• Provide money for more organic food
• Cooking methods
• Reduce the use of plastic
• …