Nourish

Transforming hospital food toward a more sustainable future

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Health Care Without Harm - EU
November 22, 2018
From Haida Gwaii to Gander, meet

THE INNOVATORS
Convening Question

How can food in healthcare elevate...?
16 opportunities for food in health care.

This infographic by Nourish: Future of Food in Health Care shares the various opportunities available to health care institutions in Canada to leverage food as a way to improve patient, organization and community outcomes.

Download the full infographic as a PDF or explore it online below.

This infographic was developed with the support of Canadian Association of Physicians for the Environment, the Canadian Coalition for Green Health Care, the Canadian Malnutrition Task Force, Dietitians of Canada, Food Secure Canada, HealthCareCAN, MaRS Solutions Lab, and the University Health Network’s OpenLab.
Organizational Level Projects

- Procurement (21)
- Gardens (5)
- Menus (15)
- Understanding the Px (7)
- Culturally safe food and reconciliation (10)
- Staff & Patient Education (12)
Peer to peer learning
Early Insights

- **Individual learning** - high degree of individual learning and growth among cohort members (e.g. worldviews, motivation, etc.)

- **Organizational learning** - varied degrees of adoption of new ideas at organizational level (e.g. new procurement policies vs exceptions off-contract)

- **Systems learning** - too early to tell, with some early signals of potential to impact at this level
Collaborative Projects

$100,000 for systems-changing, legacy-building work

How do we define the problem? What’s our relationship to it? Who’s affected? What’s been done before? What we propose to do...
Cohort Prototypes: 5 systems change projects to build a culture of food for health

- Benchmarking national patient food experience
- Traditional and cultural food programs
- Sustainable Menus
- Sustainable, responsive supply chains
- Food for health policy
- Empowered Purchasing
- Common indicators for accountability
- Just, resilient food systems

Patient experience
Capstone May 2019

Sharing learnings from our prototypes.

Building the movement.

Toronto: May 15 - 16, 2018
Sustainable Menus Project

Annie Marquez, R.D.
Manager of Menu Management and Nutritional Information System
CIUSSS Centre-Sud-de-l’île-de-Montréal, Quebec
Guide to Sustainable Menus

Converting patient to veganism is not the priority
Three Dimensions of Sustainability

- Social
- Environmental
- Economic
But great change is happening
Guide to sustainable menu

- Choose more sustainable ingredients
- Include new unfamiliar products
- Increase variety
- Find inspiration, resources, peer learning
- Meet patients needs
- Learn about Indigenous food
- Avoid ultra-processed food
- Avoid undesirable additives
- Reduce meat
- Reduce waste
A guide to sustainable menu:
choose your own adventure

Soon available on your screens

To be part of the adventure: Annie.Marquez.ccsmtl@ssss.gouv.qc.ca
National Request for Proposal (RFP) Project

Dan Munshaw, CSCMP, CPSM, C.P.P.
Manager, Supply Management
City of Thunder Bay
Good tasting & healthy meals begin with the *right ingredients*

**Objectives:**

- Develop a tool(s) to procure the right ingredients
- Leverage public spend to advance sustainability, social benefit, regional economic and other considerations
City Thunder Bay Story

- Forward food contracting
- Local fruit, greens & vegetables
- Indigenous harvested wild foods
RFP Models Considered

- Negotiations & forward contracting < $10k
- RFP invitation < $100k
- RFP open > $100k
- RFP outsourced food service operations
RFP Model Inclusion

• Education & how to use kit

• Fully customizable RFP templates including:
  - mission statement, connecting healthy patient outcomes to healthy foods
  - suggested T&C’s, geared to foods
  - recommended award criteria c/w sliding weight bars, inclusive of sustainability, social benefit, regional economic development …

• Reporting tools: contract compliance, annual reporting
RFP Project Challenges

• Compliance with legal & international trade agreements
• Balancing conflicting trade-offs: price, quality, sustainability ….
• Articulation of regional culturally appropriate foods
• Beta testing
• Maintaining & refining RFP tool relevancy
Measuring Patient Food Experience

Stephanie Cook, MSc., RD
Director Nutrition Services
Saskatchewan Health Authority
Food In Care Matters!

Patient tray waste can often be as high as 50%, translating into a food waste cost of $45 million annually for Canadian hospitals.¹⁰

Patients who ate less than half their food were at a higher risk for a longer hospital stay.⁷
Source: Canadian Malnutrition Task Force

Patients who ranked the food in care highly were 4x more likely to rank their overall hospital experience as excellent.⁵
Source: Saskatchewan Heath Quality Council

Malnourished patients stay in hospital 2-3 days longer. A malnourished patient costs $2,000 more than a nourished patient, totalling $2B/year.⁶

“Every day we work hard making good food so our patients can get better and go home to their families.”
Lee B., Food Service Worker
Our Vision

We will have:
- a sensitive, reliable, consistent tool to measure the patient experience with hospital food
- an understanding of patient expectations and whether we are meeting them
- an ability to compare patient food experience and establish benchmarks and best practices
- adoption of the tool across Canada as ‘gold standard’ quality indicator
- evidence to support initiatives aimed at improving the patient food experience
- food in care re-defined and re-valued

"Let food be thy medicine and medicine be thy food"
Hippocrates
Where to start?

- How do we measure it and convince others?
- Partner with like-minded organizations that share a common goal – Canadian Malnutrition Task Force
- Start small – jump in with both feet
- Find your gems of success and share them with enthusiasm!
The Pilot Study – what we found

1. Patients consistently rated all nine attributes of hospital food as important or very important, with food that is fresh, tasty and healthy receiving the highest ratings.

2. Positive correlation between satisfaction and intake.

3. Many improvement opportunities for our hospitals.
Where to next?

Let's Take This Show on the Road!

Goal:

- 10 Provinces and 3 Territories
- 20+ hospitals
- 1000+ patients
- Creation of a database

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Nourish the future of food in health care

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#FoodIsHealth
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The Good Food Project
Measuring Patient Satisfaction with Hospital Food

ABSTRACT

Objective: Measuring patient satisfaction with hospital food is an important quality metric. High satisfaction with food is related not only to food intake but also to the entire hospital experience. Since the days of hospitalization, efforts aimed at improving food satisfaction have been undertaken. The aim of the study was to measure the patient's expectations and satisfaction with the hospital food, to determine if there is an association between food intake and food satisfaction and to identify target areas for quality improvement initiatives.

METHODS: The Patient Hospital Experience Questionnaire (PHEQ) was administered to 200 acute care patients in Regina, SK. All patients were 18 years or older, English speaking, medically and cognitively able to participate, and with an admitting diagnosis for whom food was not a contraindication. A total of 130 PHEQs were administered to randomly selected eligible patients over the six-week data collection period. Dietary intake was estimated following meal consumption using MyFitnesspal. Computerized patient satisfaction software was used to determine patient satisfaction levels. Descriptive and survey data were entered and analyzed using excel.

RESULTS: Patients rated the majority of hospital food attributes as important or very important. In particular, food was found to be tasty, healthy, and the portion size was adequate. In contrast, attributes such as food that is local, familiar, and traditional were rated as not very important or important. Overall, attributes such as taste, temperature, and portion size were rated as very important or extremely important.

CONCLUSION: The PHEQ is a reliable tool to measure patients' satisfaction, perceptions and satisfaction with hospital food, and was used to identify specific areas for quality improvement efforts. Use of this tool is recommended to hospitals to enable greater levels of patient satisfaction to be achieved and benchmark standards to be established for future quality improvement efforts.

REFERENCE


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A network of partners

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