ROOM SERVICE
DINING
CASE STUDIES
Room Service Success Story
Room Service Implemented May, 2014

Press Ganey Score Improves to 92%
(Customer Service 98%, Quality of Food 93%, Food Temperature 91%)

Food Costs Down 14%

Reduced Labor 15%

Successfully came in $10K under budget

“We have had many compliments as to how good the food is and how much the people are enjoying the fact they are able to get what they want when they want!”

“Overall our room service program has been very successful and patients are loving it!”

Mathew Morgan
Food and Nutrition Manager
Jackson County Memorial Hospital

(Bed Size of Facility – 238)

Room Service Implemented December, 2013

Flavor of the Food

BEFORE: 43.5%  4th quarter 2013 (Oct – Dec 2013, Trayline Oct and Nov)
AFTER:  60.0%  2nd quarter 2014 (Apr – Jun 2014)  
75th percentile for NRC Picker scores for flavor of the food = 42%

Courtesy/Respect from the Person who Brought You the Food

BEFORE: 87.8%  4th quarter 2013 (Oct – Dec 2013)
AFTER: 96.6%  2nd quarter 2014 (Apr – Jun 2014)  
75th percentile for NRC Picker scores for courtesy/respect from person who brought you your food = 91%
Captain James A. Lovell
Federal Health Care Center
U.S. Department of Veterans Affairs

(Bed Size of Facility – 310)

Room Service Implemented January, 2013

Trays delivered within 45 minute timeframe:
  October 2013: 91%
  November 2013: 99%

3rd quarter FY13 compared to 3rd quarter FY12:
  Food cost savings of $52,585.56 or 18.9%

Food cost/meal FY13 1st quarter $3.31 (prior to going live with RS)
Food cost/meal FY13 3rd quarter $2.16 (post RS implementation)
  $1.15 difference per meal
Sarah Bush Lincoln Health System
(Bed Size of Facility – 80)

Room Service Implemented November, 2012

Patient Satisfaction Score Before Room Service:
49th Percentile

After Room Service:
95th Percentile!

10 Year ROI Estimate: $565,000
Kaiser Permanente Moanalua Medical Center
(Bed Size of Facility – 235)

Room Service Implemented August, 2012
Projected Annual ROI Savings:
$518,000
Current Annual Savings:
$1,500,000

“First hospital in Hawaii to offer a room service menu.”
Fairview Range
(Bed Size of Facility – 139)

Room Service Implemented September, 2012

Press Ganey Patient Satisfaction Score before Room Service:
53rd Percentile

After Room Service:
99th Percentile!

10 Year ROI Estimate:
$397,000
Mater Health Services
South Brisbane, Queensland, Australia
(Bed Size of Facility – 238)

2014 Highlights

• PRESS GANEY – Increased from the 35th percentile (Quarter 2, 2013) to the 80th percentile (Quarter 2, 2014).
• Plate waste has decreased from 30% to 12% and only 6% in oncology.
• Reduction of supplements by 60%.
• Food costs are down by over $500,000 (15%).
• Mater Health Services won the PHAQ Award (Private Hospitals Association of Queensland) for Non-Clinical Innovation and the Overall Prize for Innovation in Queensland.

Room Service Implemented June, 2012

Room Service Savings
Projected Year 1 Food & Supply Savings: $300,000
ACTUAL Year 1 Food & Supply Savings: $500,000!!!
Avera St. Luke’s Hospital

(Bed Size of Facility – 139)

Room Service Implemented April, 2012

Press Ganey Patient Satisfaction Score
After Room Service:

99th Percentile!
Hedrick Medical Center

(Bed Size of Facility – 12)

Room Service Implemented January, 2012

Patient Satisfaction Score before Room Service:

80th Percentile

After Room Service:

99th Percentile!
St. Joseph’s Hospital and Health Center
(Bed Size of Facility – 451)
Room Service Implemented December, 2011

May 15, 2012

Chef Ron Sabatini,

This letter is to officially confirm, since our implementation of Room Service, December 6th, 2011, that our most recent Press Ganey Scores reflect a steady increase “rocketing” us to the 96th percentile over all in a five month period.

We, the management team, under the direction of Jamie have worked collectively and aggressively to stick to the basics of menu adherence, product quality and recipe adherence, effectively train staff of all levels from tray delivery to proper cooking standards and communicate with staff – showing monthly graphs the rewards of their work. Posting comments and patient rounding assisted in keeping the momentum high and flowing.

Well we have done extremely well so far but our goal is the 100 percentile and maintaining it! Thank you and your team.

Respectfully,

Jeff Mitchell, CEC,CCA
Certified Executive Chef
St. Joseph’s Hospital & Health Center
(315) 726.7725

St. Joseph’s Hospital Nutritional Services  Impact of Room Service on Patient Satisfaction

10 Year ROI Estimate
$381,000
“Looking back over the past year I can’t help to realize just how big of a project this really was. This transformation from Food Service Tray Line to Room Service has changed not only the way we operate but it has changed the culture of my department. I just want to recognize (all the DM&A) coaches…You all spent time with me and my staff to help make sure that we got through this challenge without any issues. DM&A Coaches were with me from building the foundation of the new service to teaching the logistics, creating the menu, the implementation of policies and procedures, to the training plan and the execution of training on go live week. (DM&A) know this work and handle this in a way to make sure that all the pieces fit together seamlessly…Not only has my department been impacted, but my growth as a business professional and my personal life forever. I will never forget July 17, 2011. It is one of the best days of my professional career…”

Jason Terry
Food Service Director
South Central Regional Medical Center

10 Year ROI Estimate:
$1,816,000
Memorial Hospital of Converse County

(Bed Size of Facility – 25)

Room Service Implemented 2011

Patient Satisfaction Score after Room Service:

98\textsuperscript{th} Percentile!

51% Increase in Transactions in the Café
54% Increase in Revenues Compared to Last Year
When asked about Room Service, Vice President of Operations, Carole Philipson was thrilled to say, “The accomplishments of Room Service have drastically increased patient satisfaction, and now we have patients saying, ‘The best thing about this trip to the hospital has been the excellent food.’”
Golden Valley Memorial Hospital
(Bed Size of Facility – 87)
Room Service Implemented 2010

10 Year ROI Estimate: $381,000