

Featuring: Hospice of Dayton



CLIENT SINCE:

April 2015

LOCATION:

Dayton, OH

PRODUCTS USED:

Room Service

Introduction

Hospice of Dayton operates out of Dayton, Ohio and provides personalized short-term symptom management and medical support in their Hospice House. Room Service was implemented at Hospice House in April of 2015 and the facility has seen growing improvements in patient satisfaction.

Objectives

With the implementation of Room Service, Hospice of Dayton was able to improve patient satisfaction by allowing patients the opportunity to choose from a large variety of food options. Patients are able to mimic their “normal” meal habits, allowing patients to take control over what they eat and when. This is very important to patients, since most have lost control of so many of life’s daily choices in relation to their current illness. Room Service has given the culinary team the opportunity to better serve patients and allow the clinical team more time at the bedside serving patient needs.

Post Implementation Benefits

- Higher patient satisfaction with larger variety of food options from Room Service Menu
- No additional labor hours to any teams including dietary and IT
- Faster ordering and delivery times for trays
- Decreasing waste from tray line and reorders
- Addressing nutritional needs of all in-house patients