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INCREDIBLE RESULTS FROM ROOM SERVICE INTRODUCED AT OUELLETTE CAMPUS

As part of the Standardization and Optimization (SOP) process, we needed to standardize patient food service at both campuses with a view to the new single site state-of-the-art acute care hospital.

In December, 2014, we introduced patient Room Service at the Ouellette Campus maximizing and upgrading the underlying software (CBORD) at that campus. In addition, on February 24, 2015 we standardized this software across both campuses.

A recent survey result show a very positive increase from 55% pre-implementation to 92% overall satisfaction rate!

“This is great news and shows that patients at the Ouellette Campus have welcomed and are appreciating room service and guest tray program however, there is always room for improvement.” stated Melissa Alexander-Dionisi, Manager, Patient Food Services and Clinical Nutrition. “We will continue to survey patients at both campuses and make regular improvements based on the feedback”

The patient Room Services program offers patients and family members a restaurant-style menu that allows them increased choice so they can order foods that they like between 7 a.m. to 6 p.m. which improves their overall well-being. In addition, the system allows patients and families to gain valuable education on their “diets” that they can use when they leave the facility. Rather than just getting a tray of food as a result of limited selections, they are able to order off a menu, subject to their dietary restrictions. The ordering process educates the patients on what they can eat and other options that fit with their diet. These “other options” then are used by the patients when they leave the hospital in their food choices while grocery shopping or eating at a restaurant.

The satisfaction survey improvement indicates that patients and families have embraced the Room Service concept.

David Musyj
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