



# PATIENT SATISFACTION



# INTRODUCTION

## OBJECTIVE

To understand the relationship between foodservice associates and patient satisfaction.

## KEY MESSAGES:

- To understand why patient satisfaction is important
- To describe some tips on how to increase patient satisfaction



# WHY PATIENT SATISFACTION MATTERS

The Affordable Care Act of 2010 allowed for Medicare reimbursement to be partly influenced by patient satisfaction scores. Though foodservice does not have a question on the HCAHPS survey, it is believed that good food and service will help raise scores. This can mean not only more money for the hospital, but also better patient outcomes.

Patients are given limited options while at the hospital. Nurses must administer medication at all hours, and there are many tests and procedures that must be done. However, when it comes to food, patients feel like they have a choice, and want a restaurant-type experience. As a foodservice employee, you have a lot of influence over whether a patient has a good or bad experience during their hospital stay.

# WHAT DOES PRESS GANEY RESEARCH TELL US?

## Inpatient Priority Index

Survey items are correlated to Overall Satisfaction

1/1/2014-12/31/2014

Survey Item	Mean	Correlation	Rank
Response to concern/complaints made during your stay	86.0	0.799	1
Degree to which hospital staff addressed your emotional needs	86.4	0.790	2
Staff effort to include you in decisions about your treatment	86.4	0.790	3
Waiting time for tests or treatments	83.2	0.690	4
Nurses kept you informed	88.7	0.776	5
Explanations about what would happen during tests or treatments	87.0	0.747	5
Time physician spent with you	83.4	0.683	7
How well physician kept you informed	86.4	0.697	8
Attention to special/personal needs	89.3	0.762	9
Staff concern for your privacy	88.8	0.747	10
Staff worked together to care for you	90.7	0.806	10
Likelihood recommending hospital	90.0	0.777	10
Promptness in responding to the call button	87.0	0.694	13
Physician's concern for your questions and worries	87.1	0.703	13
Pleasantness of room décor	81.8	0.629	13
Speed of discharge process after you were told you could go home	81.3	0.605	16
Accommodations and comfort for visitors	86.1	0.676	16
Instructions given about how to care for yourself at home	87.8	0.712	18
Overall rating of care given	91.0	0.804	19
Temperature of the food (cold foods cold, hot foods hot)	80.0	0.577	20
Quality of the food	76.1	0.530	21

## Inpatient Priority Index

Survey items are correlated to Overall Satisfaction

1/1/2014-12/31/2014

Survey Item	Mean	Correlation	Rank
How well your pain was controlled	87.6	0.684	23
Room temperature	81.6	0.564	24
Nurses' attitude toward your requests	90.6	0.747	25
Room cleanliness	86.5	0.640	25
Staff attitude toward your visitors	90.8	0.752	25
Speed of admission process	84.6	0.587	28
Extent to which you felt ready to be discharged	87.3	0.624	29
Courtesy of the person who took your blood	90.0	0.683	30
Skill of the nurses	92.3	0.728	31
Friendliness/courtesy of the nurses	93.1	0.715	32
Courtesy of the person who started the IV	90.4	0.679	33
Friendliness/courtesy of physician	90.3	0.676	34
Courtesy of the person who cleaned your room	89.3	0.602	35
Courtesy of the person who served your food	89.5	0.592	36
Skill of physician	92.2	0.657	37
Courtesy of the person who admitted you	90.9	0.624	38

Although food is an important component of patient satisfaction, it is less important than satisfaction with interpersonal components, such as friendliness, communication and empathy. - Press Ganey

# TIPS FOR INCREASING PATIENT SATISFACTION

## **SERVICE WITH A SMILE**

Always smile and make eye contact when you are having an interaction with a patient.

## **COMMUNICATION**

Keeping a patient informed about their food delivery and options will help them feel in control of the situation, and ultimately happier.

## **SERVICE RECOVERY**

The art of empathy, or listening and understanding another person's situation, will help in dealing with a patient who is unhappy with their food. Fix the issue, but also tell the patient that you are sorry and understand their issue.

## **FOOD TEMPERATURE**

Taking food temperature before service and getting trays to patient rooms quickly are ways to ensure hot food is hot and cold food is cold.

## **PLATE APPEARANCE**

Before putting that lid on a patient meal tray, take a last look and make sure all the food is arranged in a pleasing manner (and garnished, if applicable).

## **DOING A "CHECK BACK"**

If time permits, check back with patients after delivering their meal to see if everything is OK. Have you ever tried to eat soup without a spoon? It can be frustrating for a patient to have an issue with a meal and no one to tell.

# KEY TAKEAWAYS

- ✓ As a foodservice associate, you can help positively influence patient satisfaction scores
  - ✓ By remembering to always smile and keeping a positive attitude, you can help make a patient's day brighter
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## REFERENCES

<https://journalofethics.ama-assn.org/article/patient-satisfaction-history-myths-andmisperceptions/2013-11>

Patients Come Second: Leading Change by Changing the Way You Lead" -authors Britt Berrett and Paul Spiegelman, 2013.

# PATIENT SATISFACTION POST-TEST

1. The best way to handle a service recovery situation with an upset patient is:
  - To run out of the room quickly to fix the problem.
  - By ignoring them.
  - By empathizing with the patient to let them know you hear their point of view, and then fix the issue.
  - All of the above
2. Foodservice associates have no control over hospital reimbursement, since there is no food question on the HCAHPS survey.
  - True
  - False
3. Food is more important than friendliness and communication.
  - True
  - False