

PROVENA ST. MARY'S ROOM SERVICE PROGRAM DELIVERS SAVINGS AND SATISFACTION

"It costs more to stay one night in a hospital than at the Ritz Carlton," said George Miller Jr., President and CEO of Provena St. Mary's Hospital in Kankakee, IL. "So why shouldn't our "guests" be treated like guests at the Ritz?"

Catered room service, a concierge who guides patients through a menu to help them make selections, and a chef who prepares the meals to order. Sounds like a boutique hotel and not a hospital.

Provena St. Mary's contracted with Consorta supplier Sodexho Healthcare Services to launch their *At Your Request-Room Service Dining®* program and has nearly eliminated food waste at the hospital. Since the

George Miller Jr.

program's inception, tray and food costs, and food preparation and delivery cost savings top \$50,000. Patient floor supply stocks have also been reduced – all savings that have been directed toward enhancing quality of care at the facility.

COMMUNITY DEMAND SPARKS CHANGE

Three years ago, the 210-bed acute care hospital in suburban Chicago was neither the area's healthcare provider nor employer of choice. Market share had plateaued at 39 percent, and patient satisfaction was at a critically low point. Provena St. Mary's Press Ganey scores for food service operations were in the 50th percentile.

Focus groups conducted in the community revealed a demand for improvement. "One of the comments that resonated with me wasn't just about the food; it was about choices and respect," said Miller. "The fellow said, 'you give me what you want off a tray line at 7 a.m., noon and 5 p.m. because that's convenient for you, and if I'm not in my room or sleeping, well that's too bad because that's how it works.' And I thought, 'Maybe in the past, friend, but that's not how it's going to work from now on.' Food service may seem a mundane issue, but we realized we were operating so far off our mission of compassionate response that our only option was to innovate change on a large scale."



STREAMLINED SERVICE, PATIENT CHOICES

"The Consorta – Sodexho solution is a differentiator for healthcare facilities," said Chris Mantel, Senior Director, Contracting for Consorta, "combining non-clinical enhancements with improved operational outcomes and dramatically reduced supply expenses. Additionally, Consorta's umbrella agreement with Sodexho as a sole source provider presents greater leverage to members than having multiple platforms for in-room dining services."

Sodexho's program is in place in 251 facilities in the United States and Canada.

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"From an operations point-of-view, kitchen, order and delivery operations are streamlined," said Dennis Bates, Director, Brand Management for Sodexho Healthcare Services. "But from the patient's perspective, this program is about choices and control."

Patients receive menus similar to what they'd have in a restaurant or hotel, with as many choices. They place their orders via the bedside phone and their meals are delivered within 45 minutes.

"A touch screen computer prompts the in-room dining technician on patients' dietary restrictions and offers alternatives," said

