

Beyond the Boxed Lunch

The Problem

Each day the Emergency Department cares for over 150 patients. While most encounters are expedited visits, there remains a population of ED patients resulting in an extended length of stay due to a variety of circumstances. During this time basic comforts such as food can improve the patient experience. Patient food options in the ED were limited to cold sandwiches and “non-select” (often re-heated) meals. This process required the kitchen staff to create meals below the quality of other food produced at BIDMC. These options often failed to match the expectations, resulting in hungry and dissatisfied ED patients.

Aim/Goal

1. To provide “At Your Request” (AYR) service currently used on the inpatient units for selected patients with high length of stay in the ED.
2. To improve the quality, selection, and food safety for ED patients by removing the pre-selected and batched meal trays.
3. To reduce the wasted trays that were sent to the ED and not given based on volume or patient choice.

The Team

Daniel Nadworny, RN ED
Shana Sporman, MS, RD, Sodexo Food Service
Mitch Lawson, MBA, RD Sodexo GM Food Service
ED Champions of Change Committee

Karen Jew, MS, RD, Sodexo Food Service
Mieka Martin, Sodexo Food Service
Nora Blake, Sodexo Director Food Service

The Interventions

- ED Staff education on “At Your Request” system, menu options, and ordering process through department communications with help of Food Services
- Designated “Landing Pad” for centralized delivery
- Orientation to food service staff on layout of ED
- Menus added to ED dashboard for easy view access to patients
- Interdepartmental meetings/calls during initial launch to identify barriers

The Results/Progress to Date.....

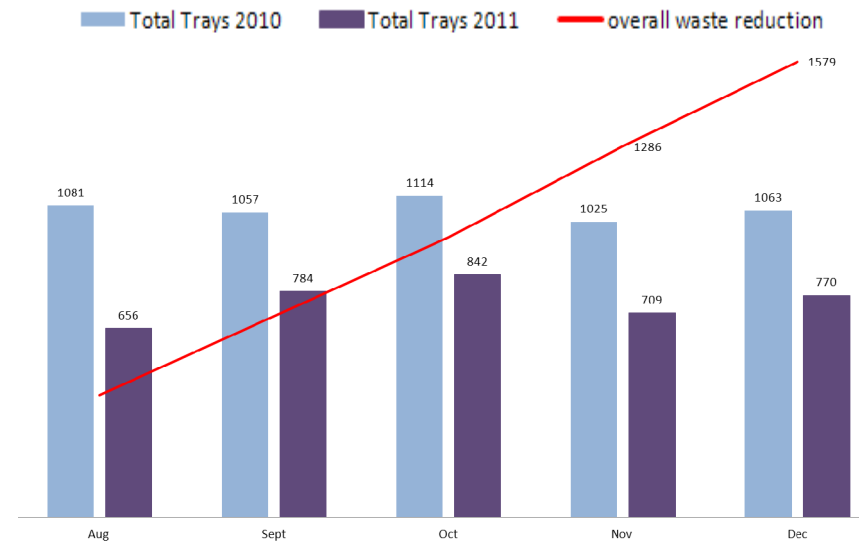
ED Box Lunch



AYR Meal



Trays Delivered to ED



Next Steps/What Should Happen Next

- ED to implement POE on January 24, 2012 and increase ease of ordering as patients will already have diet order in place associated with MRN
- Continue to educate new ED and Food Service staff on new policies to sustain change
- Explore options for Nutrition Services to provide nutrition education when diet orders/restrictions are originally placed for patient in the ED

For More Information Contact

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