

Increasing Patient Choice with One Click

The Problem

Ten percent of BIDMC's patient population is **Limited English Proficient** (LEP), necessitating the development of more accommodating ways of providing preferences for food selection. The Food Service (FS) Department has developed a visual menu for patients with communication barriers in order to capture their food preferences, and increase the number of patients that participate in the At Your Request (AYR) Patient Room Service Dining.

Without a modifier in the nursing screens that clarifies why a patient is listed as 'needs assistance' or 'unable to order' the visual menu would be underutilized and the number of patients choosing their specific food preferences and meal times would be inaccurate.

Aim/Goal

By categorizing Room Service Status more specifically, FS aimed to decrease the number of incorrectly identified patients as unable to order (due to language barrier, when they could use assistance to order and increase the percent of patients using AYR Patient Room Service Dining. The goal was to improve Room Service participation to >80% across both campuses. By increasing patient choice ultimately the goal is to increase satisfaction.

The Team

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Patricia Samour, MMSc, RD, LDN, Mitch Lawson MBA RD Asst Director FS
Director of Nutrition Services
Nora Blake Sodexo Director FS Erica Zissman IS Programming Specialist

The Interventions

Three changes have been made to improve our ability to provide room service.

1. "Needs assistance" has more clarification (i.e. language barrier, cognition/dementia, hearing/vision, inability to use telephone/speech impairment, & other) in order to capture the appropriate population
2. "Needs assistance" will be pre-populated if needing an interpreter is previously designated.
3. "Unable to order" is specifically for Eating Disorders and other unique situations only, naturally discouraging its usage.

The Results/Progress to Date

ZZPOETEST,BEN M 75 Adm: 05/06/12 CC7A-0701-02

Room Service Status

Room Service Status: Able to order independently
 Needs assistance with ordering: Language barrier
 Needs assistance with ordering: Cognition/Dementia
 Needs assistance with ordering: Hearing/Vision
 Needs assistance with ordering: Inability to use telephone/Speech impairment
 Needs assistance with ordering: Other:
 Unable to order: Eating disorder
 Unable to order: Other:

At Your Request Room Service Dining Patient Participation Statistics

Campus	Jan-June 2012	June-Dec 2012
West	79%	86%
East	83%	91%

Lessons Learned

As expected, working with the hospital interface was a complex process and needed many cross-departmental expertise employees involved to get everything finalized. Between Interpreters Services, Nursing, Nutrition, IS and Food Services we created a user friendly nursing screening tool that far exceeded our expectations and improved the room service process.

Next Steps/What Should Happen Next

- Continue to monitor AYR participation statistics monthly
- Work with IS to extrapolate reports from this information (ex. Reports listing all assist or eating disorder patients for a streamlined process with decreasing paper waste)
- Create similar tracking system to measure trays delivered to nursing station in order to facilitate timely service to all that are able to receive their tray

