



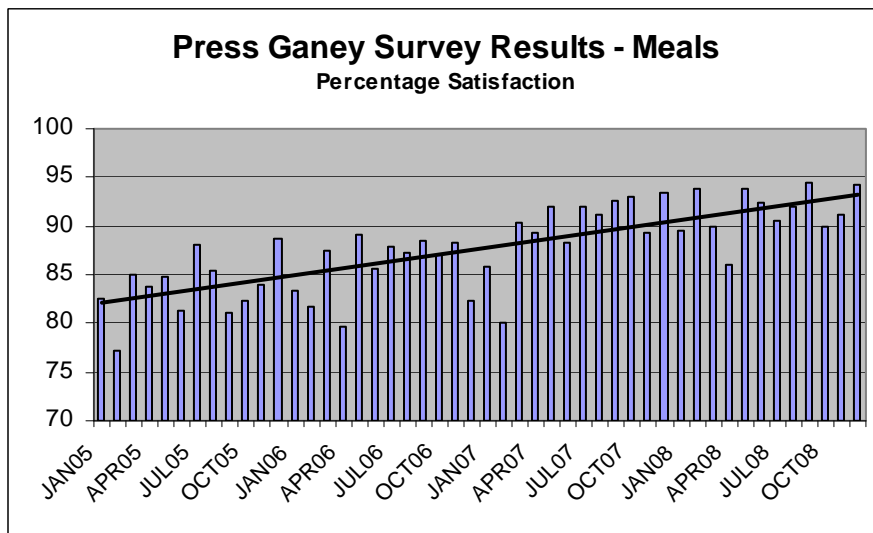
Gifford Medical Center

Patient Satisfaction

Appetizing Improvements in the Kitchen

In January of 2005, Gifford Medical Center did something quite remarkable: it hired a professional chef and New England Culinary Institute instructor, Ed Striebe, to manage the nutrition and food services for the hospital's patients, staff and visitors.

What a difference this has made to the satisfaction and well being of patients, staff and visitors. Patient satisfaction scores for meal quality over the last year, obtained through Press Ganey inpatient satisfaction surveys sent to all inpatients, are in the 99th percentile when compared to all hospitals participating in the survey nationwide, small hospitals of similar size nationwide and Vermont hospitals.



This improvement did not happen overnight. Chef Ed and his staff have worked diligently over the last four years to achieve such positive results. Under Chef Ed's direction, the hospital kitchen and cafeteria underwent major renovations later in 2005. The kitchen is now a state-of-the-art commercial kitchen, and the dining room is bright and comfortable, attracting many visitors and community members, in addition to staff. In 2006, a buy-local program began where

Gifford's Nutrition and Food Services Department buys local produce whenever possible for the day's meals and the fresh salad bar. And in early 2007, the hospital converted to hotel-style room service to feed its inpatients. Room service allows patients to order the foods they want – within their dietary restrictions – and have those meals prepared per their request and delivered when they want them. A menu host is available to assist patients who need help reviewing the impressive menu offerings or making appropriate dietary selections. Family members can even call in the meal choices for their hospitalized loved one.

Initially, room service was available for lunch and has since expanded to breakfast. As part of the transition to room service, the attached Menig Extended Care Facility nursing home are also now served from a hot buffet in the residents' dining room, rather than receiving trays of food from the kitchen.

The results of these changes are reflected in patient satisfaction scores above. Patients also go out of their way to share their comments with Chef Ed and his staff. Some of those comments come on the hospital surveys, notes and letters. A few comments patients have made on recent Press Ganey surveys include:

“The food was excellent - tasty. They paid attention to my allergies and carbohydrate amounts.”

“We loved the food!”

“The food was EXCELLENT! The choices were AMAZING!”

“Asked what time I wanted to be served breakfast. (Where was I, in) A resort?”

“Best food I've had away from home.”

“The food was excellent. I really looked forward to meals.”

“The meals were incredible! Great choices, presentation and service.”