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## **New Research Identifies Key Drivers of Patients' Perception of Food Quality, Links to Patient Experience**

***Compass One Healthcare-Press Ganey Release New Findings to Guide Better Patient Experience.***

ATLANTA, GA (October 10, 2017) – New research conducted by Compass One Healthcare and Press Ganey identifies the key drivers of patients' perception of food quality and provides actionable insights on how to improve that element of the patient experience. In the recently released white paper, "[Food for Thought: Maximizing the Positive Impact Food Can Have on a Patient's Stay](#)," findings demonstrate that patient perceptions of hospital food are heavily influenced by the patient's full food service experience, not just the food alone.

Compass One is using the research to enhance its industry-leading Positive Impressions™ patient experience platform as it strives to deliver personalized service interactions between associates and patients. Variables associated with food characteristics (seasoning, preparation, temperature, etc.) play an important role in overall food quality, and Compass One is developing a digital solution to track and measure each one. However, service-related elements such as order accuracy, timeliness of delivery, and courtesy of staff, were also found to greatly impact patients' perceptions of the overall quality of their food experience.

"We invest heavily in training, and our people know that how they serve food is as important as what they are serving," says Compass One Healthcare CEO Bobby Kutteh. "It's all about *The Experience*, and we take great pride in the opportunity and responsibility to positively influence a patient's stay through every interaction."

Those patients whose baseline expectations on ordering and delivery were met were far more likely to give optimal ratings for overall food quality than those patients whose expectations were not met in those areas. The study consisted of qualitative and quantitative research, including data from 9,734 respondents over a three-year period from 2014-2016.

The study sites the following five implications for food and nutrition services:

1. Food service should be a pleasurable experience during inpatient stays
2. Teamwork makes a difference
3. Meal ordering and service is important to patients
4. "Room service" options are popular, but may not be best for all patients
5. Special diets require special attention

"Hospitalization is a source of anxiety and inherent suffering for virtually all patients," said James Merlino, MD, President and CMO, Strategic Consulting, Press Ganey. "Food service is one of the notable areas where inpatients can exercise control during their experience. Understanding what drives a positive food service experience not only affects their perception of food quality, but can also contribute to a better patient experience."

To read the full report, [click here](#).

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**About Compass One Healthcare**

Compass One Healthcare is the union of two premier healthcare specialists—Morrison Healthcare food and nutrition services and Crothall Healthcare support services. Compass One Healthcare's 47,000 engaged team members are focused on delivering quality, value and exceptional patient experience through specialized services and protocols learned in more than 1,600 hospital and health system locations in 48 states. Through a combined three-quarters of a century of healthcare experience, Compass One offers seven customer-focused core services: Food and Nutrition, Environmental, Patient Transportation, Laundry & Linen, Clinical Engineering, Facilities Management and Ambulatory Services. Compass One Healthcare is committed to the growth and development of its associates, and both have been named Best Places to Work in Healthcare by *Modern Healthcare* since 2011.

**About Press Ganey**

Press Ganey is a leading provider of patient experience measurement, performance analytics and strategic advisory solutions for health care organizations across the continuum of care. Press Ganey is recognized as a pioneer and thought leader in patient experience measurement and performance improvement solutions. The company's mission is to help health care organizations reduce patient suffering and enhance caregiver resilience to improve the safety, quality and experience of care.

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