

# Room Service Toolkit: Securing Efficiencies and Improving the Patient Experience



## The Opportunity

The Morrison Healthcare Patient Solutions support team collaborated, with onsite leadership, to identify an opportunity to improve meal delivery times, and positively impact food quality and the patient experience through the **Room Service Toolkit**.

## The Solution

The **Room Service Toolkit** helped the team clearly define processes around timeliness, temperature, and quality at each major checkpoint in the meal delivery process.

### The Room Service Toolkit and Program at a Glance:

Morrison Healthcare's Room Service Program is an on-demand meal ordering program that affords the patient greater perceived control over their meals and improves patient satisfaction. The **Room Service Toolkit** is a collection of best practices to optimize the Room Service Program itself.

- Provides standards, resources, training, on-going support and field experience guidelines for associates, creating little room for error.
- Drives patient-room point of service food temperature & quality.
- Diverse and extensive menu options may increase food intake, leading to higher speed of recovery.
- Perceived as less-intrusive by patients. Allows patients to order at their convenience.
- Encourages collaboration of Patient Services Leadership, Patient Dining Associates, Nursing Staff and Culinary and Clinical Nutrition Teams.

Quality PRC Score:  
March '23-July '23  
**7.8 to 43.6**

**15%**  
increase in Patient  
Satisfaction Scores

Quality Score:  
June '22-May '23  
**14.6 to 44.6**

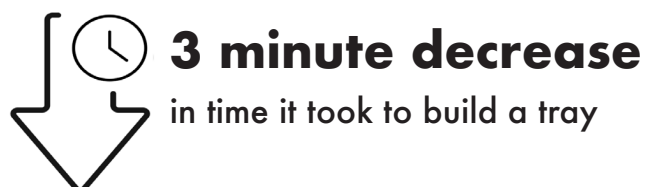
“The overall impact of making these changes has been HUGE! We have received much fewer comments about temperature issues, tardiness of trays, and overall dissatisfaction -- just by making very minor adjustments. I'm so proud of the work with a team that provides EXCELLENT care to all of our patients.”

Elizabeth Sitzes, Patient Services Manager, Morrison Healthcare

## The Results

We collaborate with your team to establish a highly successful program that consistently improves patient satisfaction, courtesy and quality scores, while providing guidance for best practices and processes that drive results.

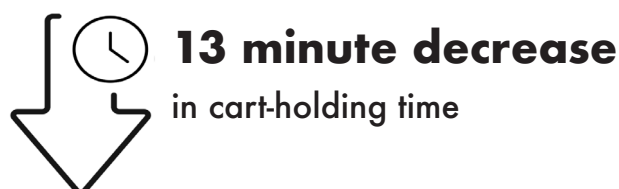
### Tray Preparation Time



### Print to Delivery Time



### Cart-Holding Time



### Tray Build Time



Interested in implementing the Room Service Toolkit at your account?  
Fill out our interest form and we'll be in touch!



**Let's Get Started**