

Sodexo Nutrition Services Enhances Communication with Patients and Health Care Team (Poster)


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Sodexo Nutrition Services Enhances Communication with Patients and Health Care Team

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Department Mission Statement: Creating Health Through Nutrition

- To develop and provide personalized and innovative nutrition services to improve the quality of life for the community in which we serve.
- To provide medical nutrition therapy along the continuum of care using technology, interdisciplinary collaboration, research and evidenced based practice, as well as community outreach.

Initiative

- To increase patient encounters, impact the overall nutrition plan of care and support our department's mission without increasing costs.
- To ensure direct patient care was not negatively impacted with this decrease in staffing and increase in demand.

Obstacles

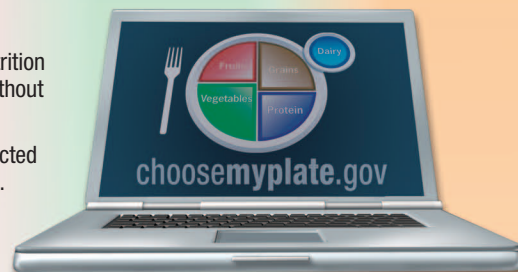
- 15% budgeted decrease in staffing.
- Requests for dietitians to be involved in unit rounding, community outreach activities and hospital based committees.
- Increase in cross coverage of patient care units.

Process

- The clinical nutrition team provided input to streamline documentation.
- Registered Dietitians (RD) volunteered to be a part of a committee and brainstorm new ideas for charting.
- Committee collaborated with hospital Information Services to identify possible ways to utilize current hospital computer system to document patient encounters.
- A new process was implemented called RD checks.
- RD checks allow the dietitians to monitor and evaluate patients more frequently with brief updates to the interdisciplinary care plan versus completing a standard assessment note for each visit.
- A small pilot was conducted on designated patient care units.
- Staff training was conducted. A training guide was created to assist clinicians with data entry.
- Once training was completed, process was implemented throughout hospital network.
- Staff feedback was obtained during meetings and revisions made as needed.

Results

- Improved hands off communication between dietitians and other disciplines.
- The computerized care plan can be accessed from any location throughout the facility.
- Care plan is in a concise format to view patient's progress.
- More time spent on direct patient care and improved communication with the health care team.
- Change in process has allowed a significant increase in patient encounters of 45% throughout our network in 2010 when compared to 2009.
- Nutrition Services Department met the increase demand for services.



Impact to Clinical Nutrition Team

"I am able to see more patients."

"Wonderful tool that prevents the need of redundant note writing."

"Enables me to make frequent changes without getting slowed down by charting."

Future Plans

Brainstorm additional opportunities to further increase efficiency and foster improved communication.

