

## Sodexo Nutrition Services Enhances Communication with Patients and Health Care Team

Ann Flickinger MS, RD, LDN  
*Lehigh Valley Health Network, Ann.Flickinger@lvhn.org*

Melissa Faura RD, LDN  
*Lehigh Valley Health Network, Melissa.Faura@lvhn.org*

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**Poster Session: Food/Nutrition Science; Education; Management; Food Services/Culinary; Research****Written Messages Improve Beliefs and Edible Food Waste Behaviors in a University Dining Facility**

**Author(s):** K. J. Whitehair,<sup>1</sup> C. W. Shanklin<sup>2</sup>; <sup>1</sup>Housing and Dining Services, Kansas State Univ., Manhattan, KS, <sup>2</sup>Graduate School, Kansas State Univ., Manhattan, KS

**Learning Outcome:** Readers will have an increased knowledge of a feasible managerial approach to decreasing customer food waste in a university dining facility.

**Objective:** The purpose of this operational study was to determine how to introduce food waste behavior change into a university dining facility using a simple message-type intervention that requires little sustained administrative support and can provide optimum impact.

**Design:** The population for this study was 540 university students living in the residence halls and participating in a meal plan. This study assessed whether simple prompt-type message interventions had an impact or if the addition of more personally relevant feedback-based data elicited a greater change in student beliefs and food waste behaviors. A written questionnaire and individual student tray waste measurement were used for data collection. The edible food items disposed of on 19,046 trays in this "all-you-care-to-eat" university dining operation were evaluated. Simple print-format messages were evaluated to assess the effect of an affordable message campaign.

**Results:** Students had a higher than neutral level of belief, but did not indicate a strong conviction towards environmental sustainability or food waste. On average more than 57 grams of edible food was disposed of per meal, or 1.5 tons of food waste during the six week study. The simple to-the-point prompt-type message stimulated a 15% reduction in food waste. The addition of a more personalized feedback-based message did not stimulate an additional change beyond that of the prompt message.

**Conclusions:** These findings indicate that simply increasing university students' awareness of food waste may be useful in changing their behaviors and increasing the sustainability of the foodservice facility.

**Funding Disclosure:** Kansas State Human Ecology Dissertation Research Award (Partial Funding)

**The Evaluation of Sustainability Options in a Hospital Foodservice Operation: An Emphasis on Service Ware Selection in the Cafeteria**

**Author(s):** K. D. Newton,<sup>1</sup> D. Brown,<sup>2</sup> J. Fritz<sup>3</sup>; <sup>1</sup>The Univ. of Southern Mississippi, Hattiesburg, MS, <sup>2</sup>Nutrition and Food Systems, The Univ. of Southern Mississippi, Hattiesburg, MS, <sup>3</sup>Food and Nutrition Services, Baptist Med. Ctr., Jackson, MS

**Learning Outcome:** To determine the most cost effective option in a hospital foodservice by comparing usage and costs of disposable and permanent service ware.

Hospital foodservice operations' decisions affect the environment through use of energy, water, waste management, and service ware choice. This research study identified cost effective sustainability options by comparing the quantity and cost of disposable service ware to reusable service ware. Data were collected from invoices of all non-food purchases over four months. Weekly average distribution and usage of both disposable and reusable service ware were calculated. The six most distributed disposable products of service ware were chosen for further study. Estimated annual costs of six disposable service ware products were compared to the annual costs of purchasing reusable service ware. Three-compartment carry-out Styrofoam boxes and 20 ounce Styrofoam drinking cups were used in the highest quantities. These two items contributed \$36,454.47 of the \$52,077.84 estimated annual costs of six disposable products. In contrast, the cost of reusable service ware was estimated at \$1,491.18. Direct observation of cafeteria serving practices revealed 87% of customers chose disposable service ware compared to 13% who chose reusable service ware. Although only 6% of diners requested Styrofoam disposable service ware on the serving line, 94% of diners received disposable service ware from cafeteria staff. Replacing disposable service items with reusable items could reduce supply costs and the carbon footprint of the operation. Adding a charge for carry-out use to recover costs is recommended. Training employees on serving practices may reduce the use of disposable service ware to control supply costs and reduce waste.

**Funding Disclosure:** None.

**Continuous Quality Improvement Project: Loss of Service Ware**

**Author(s):** L. Amos, D. M. Brown; Nutrition and Food Systems, The University of Southern Mississippi, Hattiesburg, MS

**Learning Outcome:** After listening to or reading the abstract presentation, participants will be able to reproduce this study.

A study was performed to determine the quantity and cost of non-disposable service ware during regular operations in an acute care general hospital. The distribution and return of service ware was observed on nine inpatient units within the hospital during the noon meal over a period of eight days. One unit was found to have a service ware return rate of over 100%. Of the remaining units, six units were found to have return rates above 90% and two units were found to have return rates of 88% and 82%. Trays, cups, pellet tops, and pellet bottoms were observed during this study. Following analysis of the return rates of service items, replacement costs were calculated for the most frequently missing items. These items in decreasing order included: cups, pellet tops, and pellet bottoms. All trays were returned. This foodservice operation can expect to spend approximately \$85,375 over a one year period replacing service ware lost during the noon meal on these nine units alone. Based on comparison of non-disposable service ware costs with disposable service ware costs, it was determined that this hospital could save a significant amount of money by switching to disposable service ware on patient trays. Further research is needed to determine whether the financial benefits of increasing the use of disposable service ware outweighs the environmental burden created; to determine why service ware is being lost; and to determine the success of preventative measures.

**Funding Disclosure:** None.

**Sodexo Nutrition Services Enhances Communication with Patients and Health Care Team**

**Author(s):** A. K. Flickinger, M. A. Faura; Clinical Nutrition, Sodexo at Lehigh Valley Health Network, Allentown, PA

**Learning Outcome:** The learner will be able to state an innovative method to increase efficiency with charting.

Sodexo Nutrition Services at Lehigh Valley Health Network was given the challenge of exploring cost effective ways to provide patient care. There was a 15% budgeted decrease in staffing and increase demand for dietitian time for unit rounding, community outreach activities and hospital based committees. The decrease in staffing resulted in more cross coverage of patient care units. The management team's goal was to ensure direct patient care was not negatively impacted. Our initiative was to increase patient encounters, impact the overall nutrition plan of care and support the mission of the hospital and Sodexo. The Clinical Nutrition Team provided input to streamline documentation with the Nutrition Care Process. A new model of care called RD checks was implemented. This process utilized the existing computerized care plan to document patient's response to clinical indicators instead of completing a full ADIME note. Patients continued to have a full assessment at the required time frames per facility policy. RD checks allow the dietitians to monitor and evaluate patients more frequently. This resulted in more time spent on direct patient care and improved communication with the health care team. The change in process has allowed a significant increase in patient encounters of 45%. In addition, the Nutrition Services Department met the increase demand for services. Our future plan is to brainstorm additional opportunities to further increase efficiency and foster improved communication.

**Funding Disclosure:** Sodexo.