



***“Eat This-
It’ll Make You
Feel Better!!”***

A caregiver’s guide to using PSHMC Food Service to please patients...

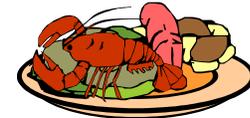
Mom’s Chicken Soup...

Remember when you were young? How your mom’s chicken soup would make you feel all warm and “better” inside when you were sick? Well, most patients don’t bring their moms with them to HMC, so we need to fill in the best we can. If we do our jobs right, we should be able to help our patients feel warm and “better” inside too! This guide should help us work together to **increase patient satisfaction** for both Food Service and **your Nursing unit!**



What do hospital patients want? (Same as the rest of us!)

- Tasty food.
- Hot food served hot.
- Cold food served cold.
- Served without “surprises”.



How can we please our patients?

1) Food Service can:

- Offer and prepare good-tasting entrees, suited to the patient’s diet restrictions.
- Plate it up hot and fresh.

Send it to the floor as soon as it’s plated.



2) Nursing staff can:

- Pass trays as **soon** as the cart arrives. **This is the most important thing you can do to preserve food quality!**
- If the patient is away, order a **FRESH** late tray when they return.



- Don't "hold and reheat" food- this ruins food quality and taste!
- Explain to the patient their diet restrictions, or ask for a nutrition consult if needed.
- If the patient transfers, **note the new room number** on the Diet Sheet, so the patient's menu choices and diet orders can follow them.

Hints and tips to help us all increase patient satisfaction:

1) How do I order a late tray?

- Send a late-tray slip to the Diet Office by fax to **0128** ...or...
- Tube the late slip to the Diet Office at E2 and ...
- We will deliver within 30 minutes!
- **6 PM or later**, send an Aide to the cafeteria for a late tray. (Sat/Sun to Kitchen)



2) What will be on the late tray?

- **Breakfast**: Toasted bagel or English muffin, juice, cereal, fruit, and beverage.

Lunch/Dinner: Hot soup-of-the-day and sandwich (Turkey, ham or peanut butter & jelly), fruit, juice, and beverage.

3) How do I make sure my patient's menu and diet orders will follow him/her upon transfer to a new room?

- Have the Unit Secretary make a note on the daily Diet Order sheet that is sent to the Diet Office, **including the new room number** ...or:
- Call the Diet Office at **8421** to advise.



4) How can I help my patient make the right diet selections?

- Request a dietary consult.

- Refer to the symbols on the daily menu to help your patient select according to carbohydrate, fat, and sodium requirements.
- Refer to the information on the back of the menu as a guideline.

5) What if my patient is not happy with the food?

- **Don't wait**- call Food Service **RIGHT AWAY** at **6315**! We will work to correct it!

6) What if the food cart or tray doesn't arrive when I expect it?

- Call **6315** and we'll rectify the situation- **DON'T WAIT**- if you alert us as soon as possible, we can take better, faster care of your patient's needs! We really do want to provide quick service!



And... Remember what Mom used to say:

"Good food is good medicine!"

What are those "special" diets that we provide?

Here are some highlights of the most-often-used "special" diets, so that you can know how to help your patients understand the diet restrictions their physicians have prescribed:

Consistent-Carbohydrate Diet:

Designed mostly for Diabetic patients, this diet is helpful in controlling carbohydrate intake. On the menu, an "apple" symbol represents one serving of carbohydrates. Foods that are low calorie may be shown as "LC". Portion sizes are moderate to aid in weight loss and glucose control.

Choose a balanced diet with a variety of foods.

Choose from 3 to 5 carbohydrate choices per meal.

Select low fat meats, milk, and dairy products.

Choose a variety of fruits and vegetables.

Prudent (Heart Healthy)/No Added Salt Diet:

On the menu, high-sodium foods are shown with a “salt shaker” symbol and should be limited. In addition, fat intake should be limited (foods high in fat are shown with a “diamond” symbol).

Choose skim milk, and lo-cal pudding, mayo, and ice cream.

Only 1 margarine packet per meal.

Avoid the breakfast pastry.

Choose no more than 3 “salt shaker” items per day.

Choose the herb packet for flavor instead of salt.

If crackers are chosen, low sodium crackers will be sent.

Prudent (Heart Healthy) Diet:

In this menu, fat intake should be limited (foods high in fat are shown with a “diamond” symbol).

Choose skim milk, and lo-cal pudding, mayo, and ice cream.

Only 1 margarine packet per meal.

Avoid the breakfast pastry.

No Added Salt Diet:

On the menu, high-sodium foods are shown with a “salt shaker” symbol and should be limited.

Choose no more than 3 “salt shaker” items per day.

Choose the herb packet for flavor instead of salt.

If crackers are chosen, low sodium crackers will be sent.

2 Gram Sodium Diet:

On the menu, high-sodium foods are shown with a “salt shaker” symbol and should be avoided.

Choose no more than one “salt shaker” item per day.

Choose the herb packet for flavor instead of salt.

If crackers are chosen, low sodium crackers will be sent.

Limit milk and milk products to 3 cups per day.

Low Fat Diet:

On the menu, foods high in fat are shown with a “diamond” symbol and should be avoided.

Choose skim milk, lo-cal pudding, lo-cal mayo, and lo-cal salad dressing.

Avoid cheese products.

Low Fiber Diet:

On the menu, foods high in fiber or roughage are shown with a “wheat” symbol and should be avoided.

Choose bananas, applesauce, canned peaches/pears, and non-pulp juices except prune. Choose white bread, rice, noodles, saltines, Corn Flakes, Puffed Rice, Cheerios, Krispy Rice.

Choose mashed potatoes, tomato sauces, plain-cooked meats, sliced cheese, cottage cheese, peanut butter, and eggs. Choose pudding, fruit ice, plain gelatin and plain cake.

Cart-Lift Elevator tips:

1. Be sure that carts and equipment in the cart-lift rooms aren't blocking the overhead sensors. This will prevent the cart from kicking off onto your floor, and it'll tie up the elevator, as well.
2. Be sure that the cart-lift doors are fully closed. If they are open even slightly, that lift will be disabled, causing delays.

If your cart becomes jammed in the elevator, or if a cart that should have arrived is missing, call **6315** immediately. Food Service will work on the problem right away.