(A) Policy Statement

Data is collected to measure performance in meeting patient’s needs, expectations and satisfaction.

(B) Purpose of Policy

To monitor satisfaction and obtain feedback from patients regarding meal acceptance, quality, quantity, and temperature of food.

(C) Procedure

- Tray assessments are conducted weekly.
- Perform temperature check 20 minutes after tray completion or when tray reaches service area.
- Evaluate taste, tray accuracy, portion size, and appearance
- Sample a variety of diets to ensure consistency.
- Maintain documentation of the assessment for at least one year.

Next Review Date: 4/1/2020