Name of Policy: Patient Meal Survey
Policy Number: 3364-104-502
Department: Food & Nutrition
Approving Officer: Chief Experience Officer
Responsible Agent: Director, Food & Nutrition
Scope: Food & Nutrition

Effective Date: 5/1/2019
Initial Effective Date: 8/2002

(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 and temperature of food.

(C) Procedure
1. Patient Meal Surveys are completed by Press Ganey.
2. FANS staff complete patient rounds in order to get feedback on meal service and correct any potential problems.
3. Respect the patient’s privacy while conducting rounds:
   - Knocking on the door and requesting permission to enter the patient’s room
   - Asking the patient for permission to ask questions
4. Present yourselves professionally, and in a courteous manner, and handle complaints diplomatically.
5. Honor special requests by patients, administration, Food and Nutrition staff, medical and nursing staffs, etc., as soon as possible.
6. Communicate any pertinent information obtained to the appropriate personnel, while maintaining patient confidentiality.
7. Trend the data and provide a written action plan for all problems.

Approved by:

/s/ Joshua Krupinski          4/23/19
Director, Food & Nutrition

/s/ Mario Toussaint          4/23/19
Chief Experience Officer (CXO)

Review/Revision Date:
8/2002
6/2005
6/2/2008
7/1/2011
7/1/2014
3/3/2017
4/23/2019

Next Review Date: 5/1/2022