

CASE STUDY

Community hospital leverages innovative voice of the patient technology to drive real-time improvements to patient nutrition

Business Challenge

One of Sodexo Healthcare's partners is a private non-profit, community hospital that offers advanced medical services to more than 300,000 people in 25 towns. Sodexo provides Food and Nutrition services combined with the Experiencia patient experience program in the healthcare system's 179-bed medical center.

With post-discharge patient experience scores dipping in the area of Patient Nutrition, the hospital sought Sodexo's partnership in developing innovative solutions to increase patient satisfaction.

Before partnering with Sodexo, the healthcare system was faced with:

- Room for improvement in its post-discharge Press Ganey survey score for food quality, temperature, and courtesy
- Lag time in receiving results for post-discharge surveys, preventing staff from resolving patients' specific issues before they left the hospital
- Lack of a consistent real-time method to gain direct feedback from patients about their experiences related to food during their stays
- Patients frustrated by not being able to place food orders quickly and easily

"Experiencia provides a systemized tool for understanding and responding to patient needs during their hospital stays. With real-time improvements and ongoing service enhancements, we can positively impact patient satisfaction and loyalty."

- Sodexo Senior Area General Manager

Solutions



Sodexo partnered with the hospital to implement **Experiencia®**, a program to improve patients' experiences during their hospital stays by combining real-time data collected along the patient care journey with predictive insights from past patient experience survey data.

Experiencia features have helped the hospital with:

Human-centered care

Systemized patient rounding led by patient experience ambassadors who are trained to have highly-personalized and structured conversations to gather patient feedback

Real-time improvements

Diagnoses of the root causes of concerns and compliments raised by patients using live data that pinpoints issues by item, floor, room, and time so that team members can quickly make service adjustments to improve the patient experience in real time

Proactive process enhancements

Past survey data and insights hardwired into Experiencia that guide proactive service process improvements before issues arise

Patient empowerment

Prompted by feedback collected through Experiencia, the Patient Nutrition team launched customized, print-on-demand menus to help patients make food choices aligned with their prescribed diets

Easy-to-use patient tools

A meal order app for easy food ordering and Experiencia Virtual Connect, a texting option for patients to communicate with staff about non-clinical services from their hospital rooms

Experiencia provides an inclusive approach that allows staff to reach more patients than post-discharge surveys, which capture feedback from less than 25% of patients.*

Results



14.3%

Increase in Press Ganey Standard Meals score measuring quality, temperature, and courtesy



Productive conversations with

60-70%

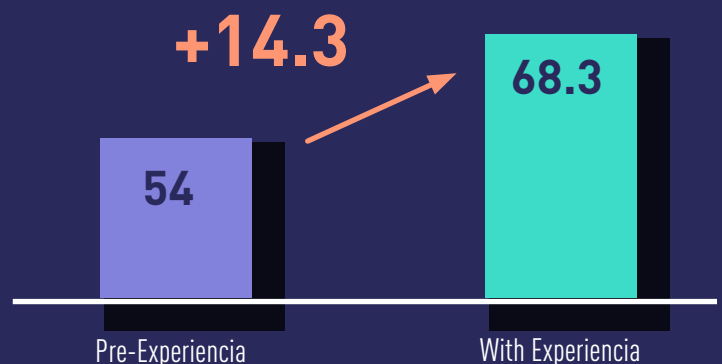
of the patient census in real time



Resolution of patient issues within

24 hours

Patient Satisfaction with Food
PRESS GANEY MEALS - Quality, Temperature, Courtesy Percentile Rank



*Source: Toomey SL, Elliot MN, Zaslavsky AM, et al. Improving Response Rates and Representation of Hard-to-Reach Groups in Family Experience. Acad Pediatr 2018 Jul 26. pii: S1876-2859(18)30471-6. doi: 10.1016/j.acap.2018.07.007.