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**NDI 2017 RESEARCH ROTATION**

**HOW SATISFIED ARE THE PATIENTS AT CREEDMOOR PSYCHIATRIC CENTER**

**WITH THE MEALS AND NUTRITION SERVICE?**

**Abstract**

Objectives: The aim of this study was to demonstrate the level of patient’s satisfaction at Creedmoor Psychiatric Center with the meals and nutrition service.

Method: The survey was distributed to approximately 150 inpatients 18 years of age and older January 2017 – August 2017, the survey had a total of 13 questions most of the questions required a YES or NO answer.

Results: The levels of satisfaction from the patient survey was high at Creedmoor. Question four asked if the food trays are attractive 85% said yes and 15% no. Question five asked if the food was hot enough 91 % said yes and 9% no, number 6 asked if the cold foods are cold enough 91% yes and 9% no. Question number 7 asked if the meals were served on time 91% yes and 9% no. Question 12, rating of the food quality 13 patients stated that the food quality was excellent, 24 stated that the food was very good, 55 patients stated the food was good, 33 patients said the food was fair and 13 stated the food was poor and 12 patients did not answer.

Conclusion: The survey showed that patients at Creedmoor were satisfied with the food and overall service that the nutrition department provided based on the high rate responses on the questionnaire.

**Background**

The goal of any hospital caterer should be to provide food that meets nutritional requirements, satisfies the patient, improves morale and is microbiologically safe. Food distribution to hospital wards plays a critical role (1). The aim of this study was to demonstrate the level of patient’s satisfaction at Creedmoor Psychiatric Center with the meals and nutrition service. Patient evaluation of care is important to provide opportunity for improvement such as strategic framing of health plans, which sometimes exceed patient expectations and benchmarking (3). The advantages of patient satisfaction surveys rely heavily on using standardized, psychometrically tested data collection approaches (3).

Patients’ satisfaction is said to possibly be a predictor of whether patients follow their recommended treatments, and is related to whether patients reattend a health care facility for treatment and change their provider of health care (1).

Evidence has also begun to emerge that satisfaction is related to improvements in health status (1). Patient satisfaction is an increasingly useful measure in assessing consultations and patterns of communication such as the success of giving information, involving patient in decisions about care, and of reassurance. Patient feedback can be used systematically to choose between alternative methods of organizing or providing health care (1).

The increasing competition and the wish to holdout in the market conditions encourages the health care institutions to change their approach to the users of health care services and to search for new methods of creating an organized system that would be able to quickly adapt to the needs of a patient (1). According to a research done in Western European countries has shown that an effective and fast response to the patients’ complaints ensures that most of them will come back to the same health care institution if needed (1). Patient satisfaction with health care services can be rated either according to the number of received complaints or by carrying out various patients’ satisfaction surveys.

Although reducing the incidence of complaints is a good indicator of the quality of health care institution activity, it would be misleading to rely on this indicator alone (1). Only a small part of dissatisfied patients are moved to make a formal complaint (1). Much of dissatisfied patients tend to avoid using the same health care institution again (1). Usually each dissatisfied patient tries to inform other clients about the unsatisfactory services provided by health care institution and they will tend to choose another service if they can (1).

According to a research that was done on Changes of patients’ satisfaction with health care services by two different hospitals. Concern was raised with the plated system, not for hot foods cooling down but for chilled foods warming up and being sustained in ambient conditions (4). Overall consumer satisfaction and experience was enhanced with the trolley system (4). Food was hotter and generally perceived to be of a better quality (4). Creedmoor Psychiatric Center also use a retherm system to re- heat foods that were previously cooked, chilled or frozen. This survey will demonstrate patient’s perception and how satisfied they are with the meals that are served at the facility.

**Methods**

The dietitians at Creedmoor Psychiatric Center conducted patients’ satisfactory survey monthly. The surveys were distributed to approximately 150 inpatients 18 years of age and older January 2017 – August 2017, the survey had a total of 13 questions 10 questions required a YES or NO answer (1-10), 1 question asked the patients to list the foods they disliked number (11), number 12 asked the patients to rate the food quality and the final question number 13 asked the patients for their comments. The patients used a pen or pencil to answer the questions on the survey.

CREEDMOOR PSYCHIATRIC CENTER - NUTRITION SERVICES

PATIENT SATISFACTION SURVEY

DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ WARD: \_\_\_\_\_\_\_\_

Dear Patient,

The Nutrition Services Department is trying to improve the quality of your meals. We would appreciate your help in telling us what you think of your meals.

For each question, please check **YES or NO**:

|  |  |  |
| --- | --- | --- |
|  |  |  |
| **1. Are you given enough time to eat your meals?** | **YES ( )** | **NO ( )** |
| **2. Is your food usually tasty?** | **YES ( )** | **NO ( )** |
| **3. Is there enough variety in the foods offered?** | **YES ( )** | **NO ( )** |
| **4. Is your tray attractive?** | **YES ( )** | **NO ( )** |
| **5. Is your hot foods hot enough?** | **YES ( )** | **NO ( )** |
| **6. Is your cold foods cold enough?** | **YES ( )** | **NO ( )** |
| **7. Are your meals served on time?** | **YES ( )** | **NO ( )** |
| **8. Does your diet ticket generally match the food on your tray?** | **YES ( )** | **NO ( )** |
| **9. Do you like the snacks we provide?** | **YES ( )** | **NO ( )** |
| **10. Have you seen a Dietitian?** | **YES ( )** | **NO ( )** |
| **11. List here foods you dislike:** |  |  |

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**12. In one word, how would you rate “FOOD QUALITY”?**

**EXCELLENT: 🗖 VERY GOOD: 🗖 GOOD: 🗖 FAIR: 🗖 POOR: 🗖**

**13. Comments**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Results**

According to the survey results the patients seem satisfied with the meals at Creedmoor Psychiatric Center, for question number one patients were asked if they were given enough time to eat their meals 93% answered yes and 7% no. Question number two asked if the food is usually tasty 85% answered yes and 12% answered no, 2% did not answer. Question number three asked is there enough variety of food offered 89% yes and 12% no. Number four question asked if the food trays are attractive 85% yes and 15% no. Number five question asked if the food was hot enough 91 % said yes and 9% no, number six asked if the cold foods are cold enough 91% yes and 9% no. Question number seven asked if the meals were served on time 91% yes and 9% no. Question number eight asked if the meal tickets generally matched the food on the tray 86% yes and 14% no, question number nine asked if they like the snacks that is provided 90% yes and 10% no. Question number 10 asked if they have been seen by a dietitian 90% yes 4% no and 6% no answer.

Question number eleven asked patients to list the foods that they dislike 138 patients listed the foods they disliked 12 patients did not answer the question. Some of the foods patients disliked were pork, fish, meat loaf, turkey, lasagna and chicken patty however there wasn’t a significant amount of patients disliking a certain food item. For question number twelve, rating of the food quality 13 patients stated that the food quality was excellent, 24 stated that the food was very good, 55 patients stated the food was good, 33 patients said the food was fair and 13 stated the food is poor and 12 patients did not answer.

Some of the comments patients made on the survey that were significant: “I would like chicken on bone, salads are brown and smell, bring back Paul Newman’s dressing, bagels are rock hard, the food is worse than jail foods from what I have heard, I would like more food, serve cereals that has sugar or sweetened, the food is generally okay but can be better, the food is 100% good”.

Below is a Bar graph demonstrating patients’ response to the survey questions.

According to the patients’ survey majority of patient states the food quality was good. Equal number of patients rated the food quality as excellent and poor, while a significant amount didn’t provide a response.

**Discussion / Conclusion**

The goal of any hospital caterer should be to provide food that meets nutritional requirements, satisfies the patient, improves morale and is microbiologically safe. Patients’ satisfaction is said to possibly be a predictor of whether patients follow their recommended treatments, and is related to whether patients reattend a health care facility for treatment.

The results from the Creedmoor patient satisfactory survey was very high, patients seem to be satisfied with the food and nutrition service. According to the dietitians a vast number of patients in the facility constantly request menu changes which is an indicator that the food is not readily accepted. However, after analyzing the patients satisfactory survey the findings were remarkable. More than ninety percent of the responses for question 5,6, and 7 were yes while a small amount answered no to if the food was hot enough, if the cold foods are cold enough, if the meals were served on time. Question number 12, rating of the food quality 13 patients stated that the food quality was excellent, 24 stated that the food was very good, 55 patients stated the food was good, 33 patients said the food was fair and 13 stated the poor and 12 patients did not answer.

Some of the comments patients made on the survey that were significant were: “I would like chicken on bone, salads are brown and smell, bring back Paul Newman’s dressing, bagels are rock hard. In several long-term health care centers patient tends to complain that the food trucks are being delivered to the ward late, hot foods are served cold and certain foods textures are hard. A similar study done on Changes of patients’ satisfaction with health care services by two different hospitals. Concern was raised with the plated system, not for hot foods cooling down but for chilled foods warming up and being sustained in ambient conditions.

Overall consumer satisfaction and experience was enhanced with the trolley system. Food was hotter and generally perceived to be of a better quality. A limitation to this survey is that its completed by patients that has psychiatric illnesses and it’s not possible to know if they made a conscious effort to complete the survey to the best of their ability and provide a real answer due to altered mental status.

**References**

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