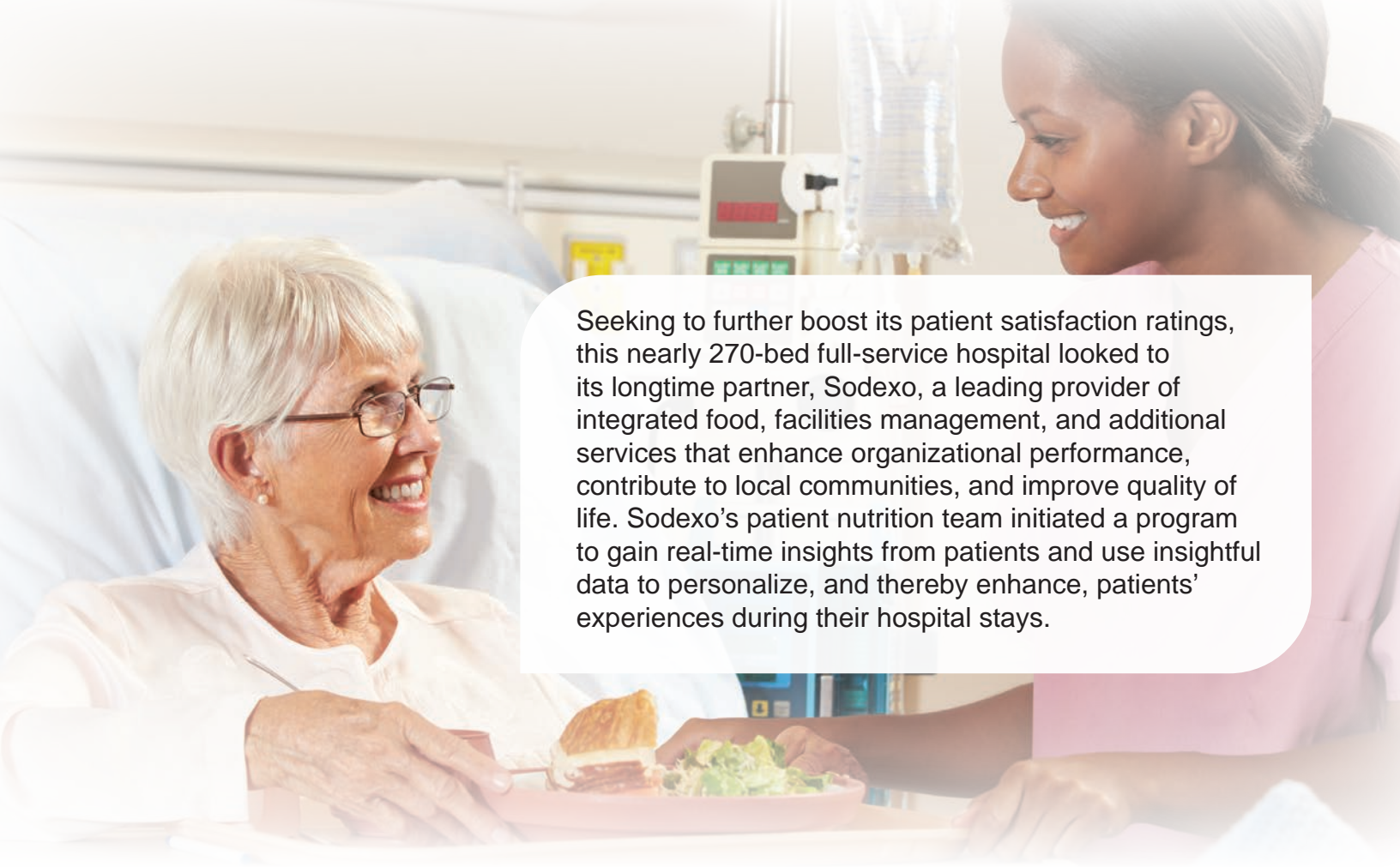




Case Study

Sodexo Partners with Full-service Hospital to Boost Quality of Food Rating

Patient-centered Communication Plus Data Drive Real-Time and Proactive Improvements in Patient Experience



Seeking to further boost its patient satisfaction ratings, this nearly 270-bed full-service hospital looked to its longtime partner, Sodexo, a leading provider of integrated food, facilities management, and additional services that enhance organizational performance, contribute to local communities, and improve quality of life. Sodexo's patient nutrition team initiated a program to gain real-time insights from patients and use insightful data to personalize, and thereby enhance, patients' experiences during their hospital stays.

CHALLENGE:

Enhancing Patient Satisfaction

Patients have increasingly more choice in hospitals and often select where to go based on their experiences during prior stays. This makes each patient's individual experience important to hospitals and healthcare systems. Food is one of the few areas where patients feel competent to make a choice autonomously. While there is no specific question related to patient food experience in the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey, it is a driver in patient satisfaction because it is a part of a patient's overall experience which, in turn, contributes to the overall reputation of a hospital and has financial implications.

Reliant on patient survey data and insights lagging at least six weeks—often after patients were discharged—the full-service hospital sought a better way to ensure that patients had exceptional experiences every day and with every aspect of their stays. Responding to this challenge, Sodexo launched Experiencia®—a program that combines both real-time data collected along the patient care journey together with predictive insights from past survey data—to enable the Sodexo frontline food and nutrition team to shape and improve each patient's experience.

SOLUTION:

Combining Increased Patient Nutrition Team Rounding with Critical Data to Optimize Patient Experience

The hospital's partnership with Sodexo is central in championing patient-centered care. Staff understands that each patient is more than a symptom or an illness but rather a whole person with likes and dislikes as well as needs and preferences.


The frontline team at the hospital gathers for daily huddles to drive team cohesion, respect, and compassionate care. The team is upskilled and competent to speak with each patient, understanding that patient's individualized care needs.

While delivering and collecting dining trays, patient food and nutrition team members—who are trained with scripting to ensure patients' well-being—engage patients in structured conversations to listen and gain feedback about their meals and experiences, making certain to collect key data points, including specific needs.

This new level of patient rounding in hospitals with team members spending more quality time with more patients, is a key component of Sodexo's Experiencia® program. Experiencia, a propriety, evidence-based insights platform, allows for the true customization of a patient experience across the care journey that can positively impact length of stay, readmission rates, patient satisfaction, and patient loyalty.

A result of extensive research and innovation over nearly 10 years, Experiencia aggregates historical, real-time, and research-based data from qualitative and quantitative sources, providing care teams a holistic understanding of each patient so they can engage on the most personal level and proactively address a patient's unique needs.





Sodexo team members use tools, including a cell phone app, to rapidly report data—both compliments and issues—so that they can make real-time improvements. The team, including Sodexo’s clinical nutrition manager, regularly meet with dietitians and nursing leaders to share information and develop best practices to consistently boost patients’ experiences with nutrition services at the hospital. Data is reported by Sodexo’s managers during the hospital’s frequent HCAHPS-focused meetings to provide updates on what they are hearing from patients and the actions they are taking to continually improve patients’ experiences.

Providing an ongoing exchange of information, Experiencia® shows Sodexo and healthcare team members specific reported issues by floor, room, and time so they can diagnose the root cause of patient issues and quickly adjust services. Unlike other patient experience tools based on broad survey questions and Press Ganey data that lags several weeks, with Experiencia, thousands of points of qualitative data are collected from patients, family members, and nurses to enable constant integration of the consumer voice.

Rather than analyzing data or auditing, time is dedicated directly to serving patients because analytics and insights are hardwired into Experiencia. The combination of integrated data plus predictive intelligence enables the team to make evidence-based decisions to both resolve issues with immediacy and coordinate on proactive operational changes for anticipated issues before they arise.

Based on patient feedback data, Sodexo refreshed its dining menu, keeping the nutrition needs and long stays of the hospital's patients in mind.

Changes included:

- Specific menus for patients who are vegan, gluten free, or kosher, along with those who need cardiac and renal diets
- New brewed coffee freshly poured for patients in their hospital rooms
- Increased patient rounding with the addition of a snack cart offered to patients between breakfast and lunch that includes hot broth among other food items
- Upgraded tray top with a base that is 20 degrees warmer
- Hospitality boxes filled with nourishing foods for live organ donors to take home



The Sodexo team is constantly looking for opportunities to enhance patients' nutrition and overall experiences.

- The mother of a young patient remarked that her child smiled for the first time in a long while after the Sodexo team, who recognized that the patient was eating very little, cheered her up by bringing a teddy bear and balloons with her meal.
- After receiving a tip from the nursing director, the team surprised another patient with his favorite meal of steak and lobster.
- With a former pastry chef on staff, the Sodexo team regularly celebrates patients' birthdays with delicious hand-decorated cakes and songs with the nursing team.

RESULTS:

Sodexo's Experiencia® Program Boosts Patient Satisfaction

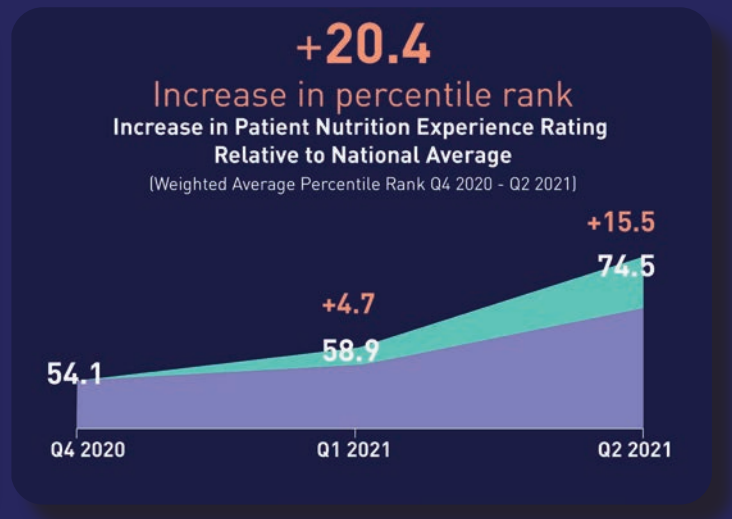
Sodexo's implementation of Experiencia®—combining real-time data collected in conversations with patients along their care journey together with predictive insights from past survey data—resulted in a 20% increase for the hospital's Press Ganey rating for Quality of Food in its first six months after launching, boosting patient satisfaction.



Experiencia Enables Positive Outcomes for Patient Experience

- + Increase in Patient Satisfaction
- + Improved Nursing Relationships
- + Data-driven Decisions
- + Service Process Improvements
- + Human-Centered Care

PATIENT PERCEPTION OF FOOD QUALITY (Press Ganey Quality of Food)



CONCLUSION:

Predictive Data and Real-Time Patient Engagement Powers Better Patient Experience Outcomes

Integrating specialized training, consistent rounding and communication, data-driven tracking, and the Experiencia® insights platform, the Sodexo Patient Nutrition team is driving human-centered, compassionate care at the hospital to tailor and optimize each patient's experience from arrival to discharge.



Challenge:

Lagging patient survey data and insights challenged the hospital to optimize patients' nutrition services experience throughout their stays.

Solution:

Implementation of Experiencia, which combines information collected through intentional interactions during patient rounding with survey data to predictively drive better patient nutrition services satisfaction.

Results:

Sodexo's Experiencia program delivers human-centered care which resulted in a 15% increase in the hospital's food quality rating in its first six months of implementation, boosting patient satisfaction with nutrition services.

