


<b>Name of Policy:</b> <u>Patient Meal Survey</u> <b>Policy Number:</b> 3364-104-502 <b>Department:</b> Food & Nutrition <b>Approving Officer:</b> Chief Experience Officer <b>Responsible Agent:</b> Director, Food & Nutrition <b>Scope:</b> Food & Nutrition	 <p><b>THE UNIVERSITY OF TOLEDO MEDICAL CENTER</b></p> <p>CONFIDENT. COMMUNITY. CARE.</p>
<input type="checkbox"/> New policy proposal <input type="checkbox"/> Major revision of existing policy	<input checked="" type="checkbox"/> Minor/technical revision of existing policy <input type="checkbox"/> Reaffirmation of existing policy
<b>Effective Date:</b> 5/1/2019 <b>Initial Effective Date:</b> 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.

<b>Approved by:</b>  <u>/s/</u> <span style="float: right;">4/23/19</span> Joshua Krupinski <span style="float: right;">Date</span> Director, Food & Nutrition  <u>/s/</u> <span style="float: right;">4/23/19</span> Mario Toussaint <span style="float: right;">Date</span> Chief Experience Officer (CXO)  <i>Review/Revision Completed By:</i> <i>Food &amp; Nutrition</i>	<b>Review/Revision Date:</b> 8/2002 6/2005 6/2/2008 7/1/2011 7/1/2014 3/3/2017 4/23/2019  <b>Next Review Date:</b> 5/1/2022
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