

Aladdin Temp-Rite®

Mission Hospital meets patient meal service and late tray challenges with Aladdin's seamless solution.



Location:
Mission Hospital Regional
Medical Center
Mission Viejo, California

Type of Facility:
Acute Care Regional
Trauma Center &
Pediatric Hospital
(part of St. Joseph
Health Care System)

Bed Size:
331 – Acute Care
48 – Pediatric

Patients Per Meal Time:
180

System Implementation:
Temp-Rite® II Excel –
(patient service) Sept. 1992
Heat On Demand® –
(late tray) July 2001

Previous System:
Cook-Serve Pellet System

Contact:
Nancy Benedict
Director, Nutritional
Care Services

Challenge 1:

Mission Hospital's traditional cook-serve pellet meal delivery system was not getting the job done. They were relying on the busy nursing staff to deliver meals and by the time the meals reached the patients, hot meals were no longer hot and cold food was not cold. This resulted in poor food quality and low patient satisfaction scores. Tray line personnel were not able to spend enough time on the individual tray presentation that was required to enhance the plate appearance. Labor cost was high as was food waste due to continuous food preparation with the three-time daily tray line and unpredictable patient levels.

The Objective: New Patient Meal Delivery System

"Building a new kitchen and the desire to have a true state-of-the-art food service system prompted the search for a new meal delivery system to replace the problematic cook-serve pellet system we were using," states Nancy Benedict, Director, Nutritional Care Services. "Temperatures were a big problem and our customer satisfaction levels were not where we wanted them to be. Labor inefficiency and food waste were high. We needed to improve our plate presentation and find a system that would reflect our new high quality, upscale menu. We also wanted to increase the visibility and interaction of our food service staff with the patients, their families and the nursing staff."





Nancy Benedict: "We had to find a late tray system that would be compact, efficient and affordable."

The Solution: Aladdin Temp-Rite® II Excel System

Mission Hospital decided to convert to cook-chill production and chose the Aladdin Temp-Rite II Excel System to take care of its core patient meal delivery needs. "A state-of-the-art cook-chill production along with the Excel Rethermalization System gave us exactly what we needed to provide consistent food temperatures and food quality while conserving labor and reducing waste," says Ms. Benedict. Mission Hospital's menu changed a great deal with the advent of cook-chill and the Excel rethermalization carts. With this change the hospital actually enhanced its ability to provide high quality, upscale meals to its patients.

At the same time the new retherm system was put into place, Mission Hospital implemented a Nutrition Assistant Program to take the burden of meal delivery away from nursing. The Nutrition Assistants now deliver meals in a timely manner and personally interact with patients, families and the nursing staff while controlling the entire meal delivery process – all objectives were met.

Challenge 2:

Mission Hospital has a mission – continue to improve! Until July 2001, the Nutrition Department staff delivered microwaved meals for all late trays. However, without a system in place to keep those microwaved meals hot, temperatures could not be delivered at the levels needed to satisfy the patients.

The Objective: Improved Late Tray Delivery System

"Our previous way of delivering late trays just didn't seem to be working," says Ms. Benedict. "We needed a new way to deliver late trays which would complement our existing Excel cook-chill system and provide the same high quality and consistency of hot meals that our other patients were enjoying. It was our desire to mimic the room service delivery of a fine hotel like the Ritz-Carlton, but we didn't think that was possible since we did not have enough room for all the warmers required to get the job done. We had to find a late tray system that would be compact, efficient and affordable."



Two Problems — One Solution: Aladdin Temp-Rite®



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The Solution: Aladdin Heat On Demand® System

To provide late tray patients with the same high quality meals other patients were receiving with Aladdin's Excel System, Mission Hospital chose Heat On Demand®. Extra meals are prepared and plated during the regular tray line shift, and then stored under refrigeration until needed. Efficiency is maintained by using food from the same cold tray line as regular patient meals. When a late tray is requested, the chilled, pre-assembled meal is microwaved in the kitchen and then placed on a specially designed base that has been pre-heated using a Heat On Demand Activator unit. Using induction technology, the Activator (which is about the size of a small microwave) heats the base in just 10 seconds. The microwaved meal is placed on the base and covered with an insulated dome. The rest of the tray is assembled and then delivered to the patient by a Nutrition Assistant.

Since the special Heat On Demand® bases are constructed of high impact plastic and have a metal core surrounded by foam insulation, temperatures are maintained for a longer period of time. There is no risk of burns from hot bases. "Heat On Demand is such a space saving tool," says Ms. Benedict. "It's just a small footprint compared to the traditional equipment-intensive pellet system, and it gets the job done more effectively and efficiently."



Two Problems — One Solution: Aladdin Temp-Rite®

With the Temp-Rite® II Excel System both hot and cold temperatures were improved on the main meal delivery service. Heat On Demand® made late tray problems a thing of the past.

With these two Aladdin systems in place taking care of food temperatures, the hospital's Press Ganey temperature score improved dramatically putting the hospital in the 84th percentile for the food temperature category. More importantly, in their overall food service score, the hospital went from being in a very respectable 89th to the outstanding 97th percentile.

Watch out Ritz-Carlton!



**"Our scores are up, our costs are down. Nancy did an amazing job."
— John Barkley, Assistant Director, Nutritional Care Services**

