Customer Survey Plan for Improvement

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The survey is one way to improve the quality of services, but there are many ways to collect information to improve customer satisfaction. Missouri Baptist hospital policy does not allow surveys in the form of questions. The way they check the patient’s comfort and satisfaction is by collecting data from talking to the patient. One of the managers will visit the new patient once and collect data about the food quality and service. She asked the patient a few questions to gather the information that needed to make a statistic conclusion. Some of the questions are: How did you like the food? Was the temperature of the food right for you? Is the leady how took your order was helpful and friendly? Is there anything you need to tell me about our foodservice? She collects the answers, and this is how she comes up with a percentage of the improvement of the service.

I shadowed that manger when she gathers to come up with a conclusion inserted to serve. I shadowed collecting information for the survey. She uses a bord in the front door of the kitchen to and displays the result of her of Patient satisfaction. After she collect the information, she rates them in the bord for that month. The question that she passed her preservation is the following: how would you rate the line, temperature, and accuracy of your food? The other question is: how would you rate the time courtesy and helpfulness of the person who delivered your meals?

The percentage of the quality of the food and kindness has gone higher from March to June on some floors and when lowers in others. The satisfaction had changed after the team the worker and make them work as a team. There will two partners serving two carts on the same flour. They take the order on them I pad them they team when making the trays, they deliver together. Comparing the overall satisfactions to other facility in the industry I found the overall satisfaction of this site is low. It is raising but 44% is still law compare to other facility. Most satisfaction of food service in hospital rand in the 70% – 80%. On the other hand, the quality of employee kindness and treating Pt has improved from 4- 9. Looking at the graph there is improvement, but there is room for more improvement.

I went with my supervisor and collected data about customer satisfaction. I found that it is different in result in different flours. The quality of the food considering temperature, timing increased after they teamed for the employees. The of the number dropped on employee kindness. After absorbing the work in the kitchen, I think most employees are tiered because of reducing the number of workers because of COVID-19. My recommendation for improvement is to increase the number of employees when possible. Since the surgeries and procedures are back in addition to the raise of COVID-19 cases, the hospital is serving more patients with fewer employees in the kitchen. To improve the quality kitchen, need to increase the number of their employee. The plan is to report that to the hospital board and ask for allowing to bring employees back. There will be a rotating schedule to limit workers in the kitchen. The employee can have different lunchtime, and they can have shifts that overlap time.

 The data is collected in the first 24 hour of the patient stay. The reason they collect in information in the first 24 hours because come patient leave without an early enough notice. To ensue to get the information from the patient they take is in the first 24 hours if a new patient only. I recommend that the quality and satisfaction data need to be collected either int eh middle or in the end of the hospital stay. The reason I recommend that is because, the patient would have more experience to share after few meals. Gathering information after they have more experience will provide more helpful information that can help for improvement. I also think if a patient styed for ling time, data can be collected twice if possible. the more information they can collect the more chance of coming up with solution to some issues.

