Food Quality in the Hospital

Article

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The first study was conducted at an acute care facility at a hospital located in the United States. The purpose of this study is to find out how a hospital customer is viewed by health care team members. Another critical point this study was looking for is what affect or lead customer satisfaction in the hospital. It is interesting to see how different health care team members viewed who is a hospital consumer because the way they view them can affect their relationship with each other.

The most patient who is 60% views the self and their family as consumers, and their satisfaction is important as costumers. The patient thing that family member satisfaction is important, because one participant stated if the patient does not like the quality of food will eat from other sources such as star buck in the lobby. The nurses had 50% of them viewed the patient ad consumers, and the other half considered patients as not consumers, and they do not have many choices. A physician is a conceded consumer because satisfaction is part of the sustainability of the hospital. Physicians did not consider patients as costumers because they do not have many choices. They believe the hospital is not placed to keep them happy instead of keeping patients healthy. Administrators believe that all patients, family members, and physicians are customers, and they need to be satisfied. The finding of this study might help hospital administrators to find ways to use customer service techniques to build a good relationship with consumers. This finding is also important information to the business that work with hospitals. This article will help me know how everyone viewing each other in the hospital.

This study is about measuring hospital foodservice quality by developing a tool to measure meal quality. Meal Quality Audit Tool (MQAT) is a tool that is developed to measure the quality of hospital meals. The reason this study is done because the malnutrition in the hospital an do the care sitting is still high. According to Bank’s study, the rat of munition in the hospital is between 30-50 %. One of the causes of malnutrition in the hospital is the inadequate intake during the patient stays.

The method was used to develop MQAT using the expert opinion of 12 foodservice dietitians in practice. To check the reliability of MQAT, eight separate meal quality audits of ﬁve identical meals were conducted over several weeks in the hospital setting. The teams included dietitians, food services, and staff results of this study statistically reliable for Accuracy of p-Value of (P < 0.001). The conclusions of the study found MQAT to be reliable for Temperature and Accuracy. The tool will be used in conjunction with patient satisfaction. This study could provide useful information to assist in improving the quality of food services.

These two articles study the foodservice quality and patient satisfaction, which I think plays a big role in improving patient health and reduce the number of patients experiences malnutrition during a hospital stay. I think good food quality of the hospital will encourage patients to continue the appropriate diet that they are on during g their stay in the hospital. If they have a good experience and liked the food, they might consider changing their lifestyle after they leave the hospital. Improving the quality of hospitals’ food and the quality of food service not only reduce the malnutrition percentage and improve healing during the hospital stay it might also help in convincing patient to change their eating habits.

References

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