TL4EO-8 Pilot Room Services

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| **Pillar** | **11th Floor Bulletin** **Date: February 2012** **Content** |
| Service |  |
|  | Dietary is piloting Room Service on our unit starting in March. This should improve patient satisfaction and save the nursing staff time. Each patient will have a menu from which to make selections and will call the kitchen to order. They can specify in advance when they would like their meals or can order one meal at a time. Anticipated delivery time after order is 45 minutes. The chef is trialing some recipes for the menu and the selection will be broader. Nutrition Services is currently receiving training on Hand Hygiene, Red Rules, and AIDET to prepare for their expansion of services.  A few things to know include:  Nutrition Services will not deliver trays into isolation rooms, but will communicate to nursing staff when the tray is brought to the unit.  Nursing needs to communicate to Nutrition Services when a patient is NPO, including having the NPO sign in the room.  We will be responsible for picking up trays so we can continue to document I&O and % of meal eaten.  A return tray cart will be placed in one of the dirty utility rooms so the shelves don’t become overloaded with trays.  **Starting March 5th**, Nutrition Services will start delivering late trays to patients.  **Starting March 29th**, Nutrition Services will start Room Service full scale on the 11th Floor only at this time. We are the pilot floor, so let me know what questions, ideas, and thoughts you have beforehand and when it begins. |