

CHECKLIST

Do You Need a New Patient and Café Dining Partner?



Whether you have been working with your dining partner for one year or 20, it's imperative to evaluate the current relationship to see if it's still the best fit for your healthcare system or hospital and, more importantly, for your changing patient and employee population.

This checklist will help you determine if it's time to consider a new hospitality partner.

Check all that apply: _____

Patient Dining

- Patient dining satisfaction scores have decreased
- Current menus are stagnant with no limited-time specials, options for customization or creative pediatric meals
- There are not enough authentic, ethnic cuisines on the menu
- Expert clinical dietitians and nutrition care protocols that support patient care outcomes are lacking
- There is no convenient patient rounding tool to collect feedback in real time
- Technological advances are lacking (no in-room ordering apps, digital menu boards, order kiosks, etc.)
- Food carts do not have temperature-control technology, and meals are not served in restaurant-quality tableware
- Your patient delivery model lacks "hotel-style service" that allows patients to order what they want when they want it and does not include rotating daily choices

Café Dining

- Nursing or staff dining satisfaction scores have decreased, which can lead to high employee turnover
- A comprehensive dining program for special dietary needs and allergen solutions is not available
- Dining environments are missing the healthy, plant-forward, global options Millennial nurses crave
- Getting food during short lunch breaks or on the go is not convenient
- On-site convenience stores are non-existent or limited in merchandise
- There are little to no sustainability efforts taking place
- Your healthcare system has not implemented the most desired national, regional or local brands

If you checked one or more of the above, it's time to take a hard look at your dining program. Aramark can help revitalize a tired program, renewing interest among patients and staff.

Let's have a conversation—[contact Aramark today.](#) _____