

Meals Matter

When a Patient has a Food Service Question

If a patient has a question **R.E.S.P.O.N.D.**

Use the information below for details.

R	Recognize the patient's question. Listen and make eye contact	"I am glad you have brought this to my attention."
E	Establish rapport. Show interest in who the patient is and what they need	"Nice to meet you and I would like to help."
S	Single out the real issue Find out which issue is the most important to the patient	"To make sure I understand, what is the most important thing I can help you with?"
P	Provide information to the patient Tell the patient about what you will do and when	If appropriate, "I will come back and let you know."
O	Operationalize your plan to deal with the question	Be sure to do what you say you are going to do. Check with your supervisor as needed.
N	Notify the patient when you have acted	"Mrs. Jones, I was able to <u>spea</u>k with _____. Here's what I have done _____."
D ©	DISCUSS with the appropriate people if needed	At a staff meeting or in the communication book share how you resolved the concern. Work with others for a better result. This is what Enhancing the Patient Meal Experience is all about.

Footnote: The RESPOND chart was adapted from the AHS Patient Engagement RELATE and RESPOND resources

See next page to help you answer questions about NFS.

Information about Food Served by NFS

Our Provincial Menus

- Are developed by dietitians and food service professionals
- Provide consistent, safe, and nutritious food
- Include menus for long-term care residents and acute care patients (adults and children)
- Include many Alberta grown foods
- Include local specialties at some smaller sites
- Add variety for meals and snacks
- Offer choices to patients and residents
- Meet the needs of vegetarians, some religions and those with allergies

How do we Buy and Serve Tasty & Appealing Food?

- Provincial contracts provide food delivery to all sites at the best prices
- Our team develops recipes and resources
- We use some prepared foods: pre-washed salads, canned soup, cabbage rolls
- Well trained foodservice staff provide excellent service with a smile
- Staff serve food knowing that patients eat with their eyes
- Food tastings are held for foodservice staff, site staff, family and caregivers

We are Continuously Improving

- We regularly meet with LTC residents at Resident Council and Health Advisory Council meetings
- We talk to patients and residents at meal time
- Meal satisfaction surveys are collected at every site to help us improve food service
- We are working with all of AHS to protect meal times so patients can eat meals without interruptions
- We think about everything that makes for a great meal experience (good service, variety, choices, garnishes, nice place setting, help to eat)