

## FOOD & NUTRITION OPERATIONS ASSESSMENT



Are your staff and employees proud of your food service? Is it a source of glowing comments on patient satisfaction surveys? Does it provide a strong revenue stream?

Or are you hearing complaints and losing money?

With 25 years of hands-on hospital experience, QHR's registered dietitians are prepared to turn your food and nutrition services around... into a positive for your hospital's image and its bottom line. Our "SWOT" approach identifies your program's strengths, weaknesses, opportunities and threats through anonymous interviews and in-depth assessment.

QHR consultants evaluate:

- Patient satisfaction scores and comments
- Staff politeness and professionalism
- Clinical/nutritional program performance
- Food presentation and distribution
- Supply procurement processes
- Effectiveness of staffing
- Policies and procedures compared to best practice
- JCAHO and health department reviews
- Financial performance, including cost per meal and inventory levels
- Nursing home and community outreach, retail and catering opportunities

You benefit from:

- A detailed action plan to improve service and satisfaction
- Better bottom line performance through expense reduction and productivity enhancement
- Successful JCAHO, AOA and CMS reviews
- A healthy revenue stream from retail operations

Don't settle for "hospital food." Raise the quality of your food and nutrition services with help from QHR. Your community will be proud.

### contact

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QHR provides consulting services, management support, operational turnaround, new hospital development, asset merger/lease sale assistance, education and training programs to healthcare providers and health systems nationwide.

