

Experience in customer satisfaction assessment of hospital catering at AOU
San Luigi Gonzaga Orbassano (TO)

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Hospital catering is an integral part of therapy and food is the first and most inexpensive tool for treating malnutrition. In 2022/2023 greater attention was paid to the menus and communication between indoor kitchen and Dietetics.

METHODS

To evaluate customer satisfaction a questionnaire on waste was proposed by the dietitian to all patients hospitalized during 06/30/2023.

RESULTS

	Lunch (% waste of the dish)	Dinner (% waste of the dish)
% discard of first course	8% discards 25% 18% discards 50% 10% discards 75-100%	5% discards 25% 19% discards 50% 10% discards 75 - 100%
% discard of main course	2,5% discards 25% 22% discards 50% 15,1% discards 75-100%	3,6% discards 25% 21,2% discards 50% 18,8% discards 75-100%
% discard of side dish	3,2% discards 25% 11% discards 50% 27,7% discards 75-100%	2,4 % discards 25% 14,7 % discards 50% 31,4 % discards 75-100%
% discard of bread/breadsticks	65%no completely	63% no completely



Out of 366 patients admitted in hospital, 64,2 %had standard diet, 11% minced&moist diet, 7,7 % creamy diet and 17,1% were fasting.

CONCLUSION

The availability of an adequate diet and an effective catering service allows to integrate nutritional and organoleptic qualities of the food optimizing the nutritional intervention, also in support of other therapies and according to the importance of the Human Right to optimal attainable nutritional care for all patients. Applying changes in the service system, menus, patients’ needs, training staff, communications, quality of food, and meal conditions can lead to increased compliance with patients’ meals and a reduction in food waste.

Bibliography
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