

# Prescriptions

FOR SUCCESSFUL HEALTHCARE FOODSERVICE

## Keep Foods Hot from Start to Finish

**One** of the key points facing healthcare foodservice operators is the pressure to enhance patient satisfaction scores as it affects the amount of Medicare reimbursement to hospitals. As seen in patient surveys, many complaints call out unsuitable meal temperatures.

With this in mind, food quality is critical to a patient's attitude about a hospital stay. Room service-style delivery has become increasingly popular with greater emphasis on proper food temperature maintenance.

### TEMPERATURE

Keeping the temperature constant and safe can be challenging as there are numerous opportunities for heat to escape between plating, and deliver and service.

Selecting products that integrate well together every step of the way helps maximize temperature retention and keeps the integrity of the food intact, from start to finish.

### MAINTAINING TEMPERATURE

Delivering 10, 20 or 30 room-service trays at a time can take up to 40 minutes. However, with the right solution you can keep food hot for over 60 minutes if needed.



If using insulated tray top systems, consider sealing each insulated bowl and mug with reusable lids and cover each plate with a dome to maintain temperature longer. Lastly, extend heat retention in a meal delivery cart with reliable insulation. This keeps your patients satisfied and enhances staff efficiency with fewer meal returns and complaints.

### Rx Director's Tip

#### KEEP FOOD HOT LONGER

Vanguard West Suburban Medical Center, IL, uses Cambro's two-compartment Meal Delivery Cart that holds 20 trays. To maximize temperature retention, each plate is covered with an insulated dome. "When you cover the plate with the Cambro Shoreline Insulated Dome and put the tray in the cart, by the time it gets upstairs, the food is still as hot as it just came off the steam table," says Shonita Torry, Manager of Food and Nutrition Services at the facility.

### Quiet – Efficient – Sustainable

- Self-venting, non-insulated ABS doors open a full 270°.
- Louvered venting on the back promotes air circulation which optimizes food quality.
- Stainless steel casters and ergonomic handles for easy maneuver.
- Available to fit 10, 20 and 30 trays.
- Fits 14" x 18" and 15" x 20" trays.
- NSF listed.



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