

Patient Satisfaction Survey

Kiersten Anderson
UCSD Medical Center Dietetic Internship
Dietetic Intern
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Problem: The Nutrition Department has received numerous reports from RD's, diet techs, and tray passers of complaints from the patients regarding breakfast. The current breakfast consists of continental breakfast items such as packaged muffins, cereal, yogurt, and fruit.

Questions: What is the patient satisfaction level of the current continental breakfast?
Would the patients prefer cold (current) breakfast or hot breakfast?

Method: Oral questionnaire

Selection Criteria: Participants must be current patients at the Hillcrest hospital. Patient must have been served the hospital continental (cold) breakfast at least two times during their stay at Hillcrest. NPO, puree, and liquid diets are not included in the survey.

Selection Method: Names will be taken from kardexes in Diet Office. I will visit the patient rooms and interview those who are present and/or available. My goal is to interview at least 30 patients.

Results: The total number of patients interviewed was 31. When questioned on their satisfaction level of the current breakfast, the majority of the patients responded that they were satisfied (67.7%). However, when presented with the option of either a cold (current) or hot breakfast, a majority preferred hot (54.8%). I believe that this discrepancy is due to the fact that most patients when presented with the first question did not see that there was any other option but the cold breakfast and so responded that it was satisfying. When the option of hot breakfast was presented, several who had chosen 'satisfied' as their first answer said they would prefer a hot breakfast. The following were the primary complaints given concerning the current breakfast: (1) lack of variety of the present breakfast, (2) dryness of bread, muffins, and bagels.

Of the remaining patients, 29% preferred a cold breakfast, while 16.1% were indifferent. Those that preferred cold breakfast cited low appetite as the main reason, fearing that they would not be able to handle anything more. Others liked being able to choose among the several options on the breakfast cart. The 'no preference' category primarily consisted of patients who wanted a combination of both hot and cold options.

Conclusions: Based on patient response, a change to a hot breakfast would be the best option for UCSD Medical Center Hillcrest. This new menu should still include items from the current cold breakfast menu as options. By doing this, patient satisfaction will be met.

Survey Questions:

Hello, Mr./Mrs./Ms. _____. My name is Kiersten from Nutrition Services. How are you doing today?

We are doing a survey on the quality of the hospital breakfast and I was wondering if I could ask you just a couple questions. Would that be okay?

1. Have you been served the hospital breakfast two times or more?
 - a. Yes
 - b. No
2. How would you rate your satisfaction of the breakfast?
 - a. Not satisfied
 - b. Don't care/indifferent
 - c. Satisfied
3. If given the option, would you prefer to have a continental breakfast (like our current breakfast) or a hot breakfast?
 - a. Cold breakfast
 - b. Hot breakfast
 - c. No preference

Patient comments: