



Improving patient satisfaction and self reported food intake

– a cross-sectional follow-up study in Faroe Islands

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RATIONALE

It is well known that 40-50% of hospital in-patients are in risk of malnutrition. Patient satisfaction with the hospital food can influence the food intake of malnourished patients.

AIM

To investigate the effect of hospital food improvements on patient satisfaction and self reported food intake. The food improvements included protein enriched foods and additional servings.

METHODS

A cross-sectional follow-up study of patient satisfaction and self reported food intake following a 5 month food intervention in a general medical department. The intervention was based on findings from a patient satisfaction study one year earlier, presented at ESPEN 2014.

Interventions included additional servings of protein drinks, a warm side dish to every evening meal and protein enrichment of cakes, desserts and afternoon meals (figure 1). Furthermore, a leaflet giving advice for overcoming poor appetite was handed to patients. All patients (>1 day of admittance) in one medical ward were asked to participate in a survey on ten randomly selected days.

Figure 1: Improved afternoon meals, at baseline (left) and follow-up (right).

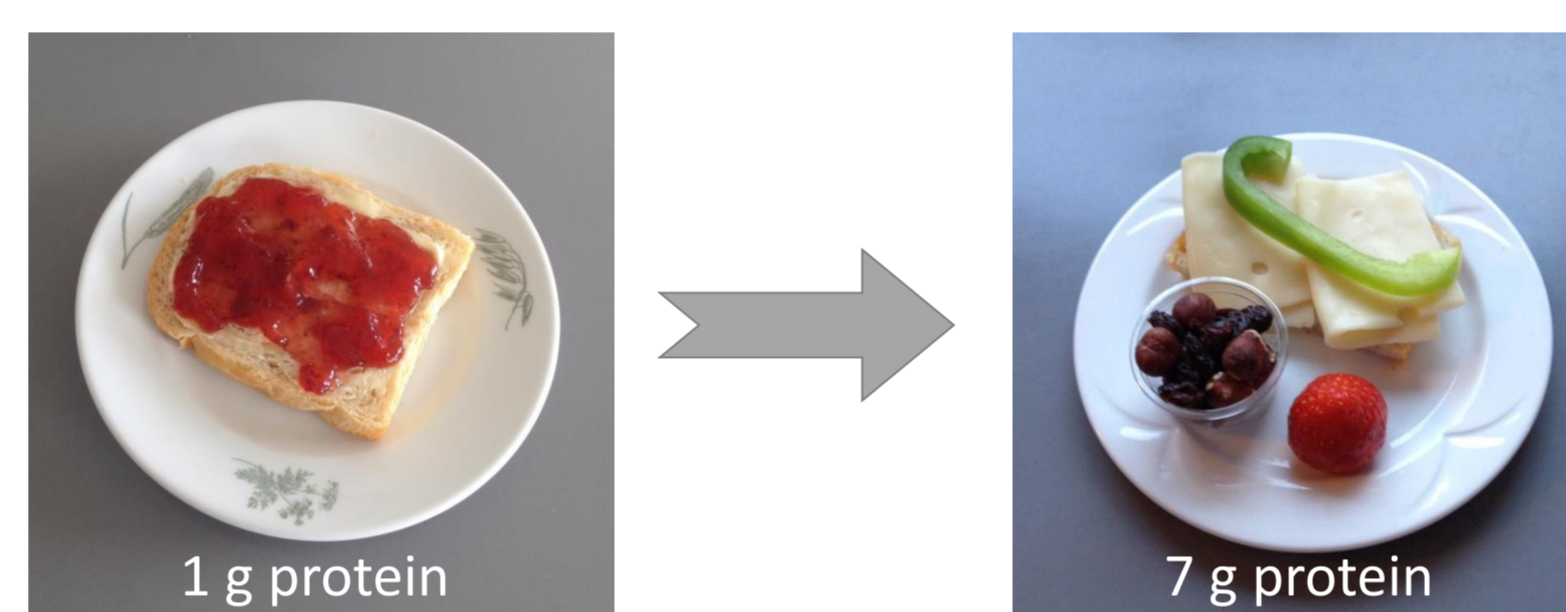


Figure 2: Patient satisfaction with the afternoon meal, at baseline (left) and follow-up (right).

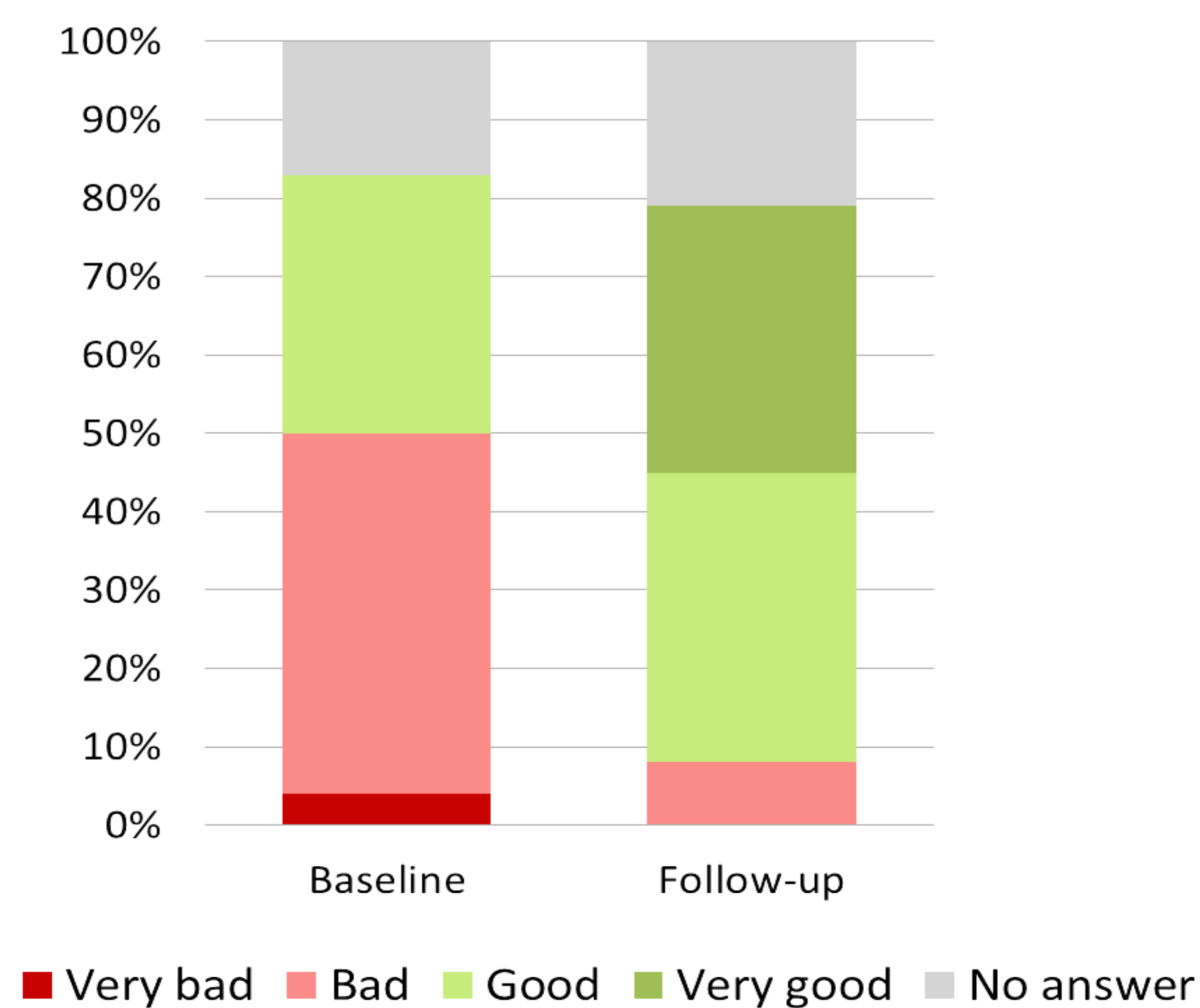
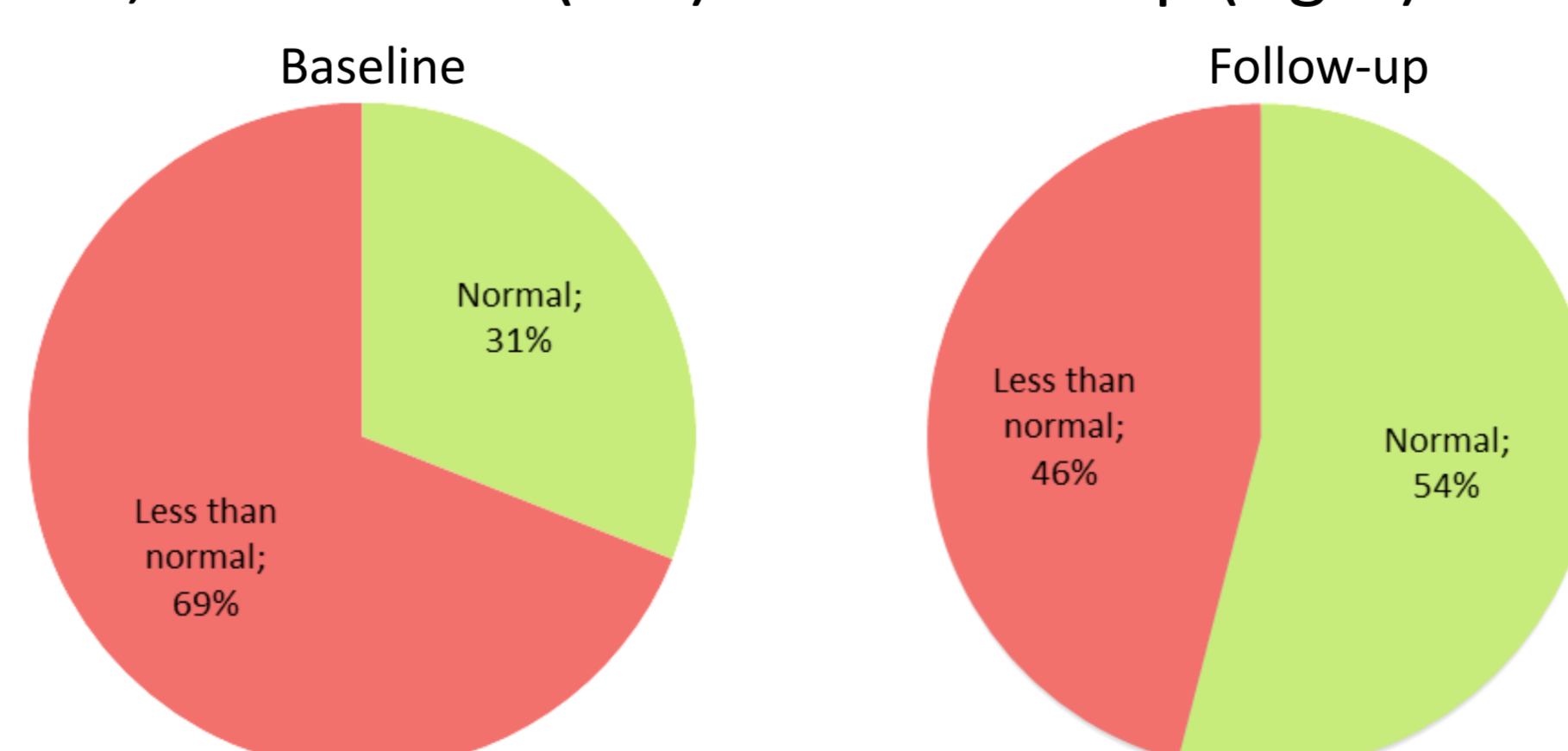


Figure 3: Self reported food intake within the last week, at baseline (left) and follow-up (right).



RESULTS

Patient satisfaction and self reported food intake was registered for 31 patients at baseline and 26 at follow-up. Patients were similar regarding diagnoses.

The follow-up study showed that after the intervention 52% of patients reported that the hospital food exceeded their expectations versus 20% before (P<0.01).

Patient satisfaction with the afternoon meal improved significantly after the intervention, from 50% of patients to 8% reporting the meal being bad or very bad (P<0.01) (Figure 2).

Self reported food intake improved significantly after the intervention, from 69% reporting food intake less than normal to 46% after the intervention (p<0.05) (Figure 3).

CONCLUSION

Protein enriched foods and additional servings of protein drinks significantly increased self reported food intake and patient satisfaction with certain hospital meals.

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