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ABSTRACT BOOK



A NEW FOOD SERVICE MODEL FOR A IMPATIENT HEALTCARE FACILITIES: ROOM SERVICE MODEL

Şeyma SÜNBÜL[1*], İrem Olcay EMİNSOY[2]

[1] Baskent University, Faculty of Health Sciences, Department of Nutrition and Dietetics, Ankara, Turkey.
[2] Baskent University, Faculty of Health Sciences, Department of Nutrition and Dietetics, Ankara, Turkey.

*Corresponding Author: seyma.snbl92@gmail.com

ABSTRACT

The quality of health services and the level of development are closely related. Approaches to increase the quality and patient satisfaction in health services are increasing day by day. Patient-oriented hospital services aim to meet the increasing expectations of patients while protecting the hospital's budget.

The adequacy and quality of the food service provided to patients in inpatient health institutions is very important. According to the hospital's quality policy, various catering models are implemented to provide catering service. These models differ according to the methods applied at all stages from the purchasing stage to the consumption stage. It is thought that the personalized food service model, which can be changed in line with the needs of the patients, will increase the satisfaction levels of the patients and their food consumption. In the room service model developed with these considerations, patients can choose foods from the menus on electronic devices and planned according to their clinical findings. With this application, making food choices just before the food service ensures that dietary requirements are up-to-date. Thus, the food prepared according to the findings of the day before and the number of patients the day before, regardless of the changing health status, is prevented from being waste. In the standard meal time application, since the time when the food is served coincides with various application times related to the treatment process, the foods can get cold and the food can be left unconsumed. With the room service model, an alternative solution can be produced for the reduction of food consumption due to mealtimes.

Continuous improvement and planning of food service models in line with patient expectations not only increases patient satisfaction and provides cost savings, but also has an impact on clinical results related to food intake.The available evidence shows that room service, which is a patient-centered food service model, will increase patient satisfaction, reduce the amount of plate waste, increase food intake, accelerate the healing process and shorten the hospital stay.

Keywords: Nutrition services, hospital food service, room service model.