DEMONSTRATION OF PROCESS EFFECTIVENESS IMPROVES EMPLOYEE EDUCATION IN TRAY LINE MILK TEMPERATURES

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BACKGROUND

Patient satisfaction with meal service impacts overall nutrition intake and thereby clinical nutrition outcomes. Multiple complaints regarding milk temperatures were received. Milk was being placed on meal trays for transport rather than in cold boxes that should have accompanied meals for transport to later be placed on trays for service. Employees resisted using cold boxes due to perceived inefficiency. It was recognized that not only was warm milk unpalatable, but that food safety issues also needed to be addressed.

PURPOSE

The purpose of this study is to determine and demonstrate the effectiveness of using the cold boxes for maintaining milk temperatures during the delivery process.

METHODS

Milk temperatures were obtained throughout the delivery process. First, at initial removal from the cooler. The current delivery process was simulated as the milk was placed onto a meal tray and placed into the delivery cart. Meal delivery was simulated and milk temperatures were tested again. This process was repeated with the milk moving from the cooler to the cold boxes with cold plates. Data was analyzed.

METHODS

Hosts and hostesses were provided an inservice that implemented the importance of proper temperature for milk and how it affects patients' health in an inpatient hospital setting.

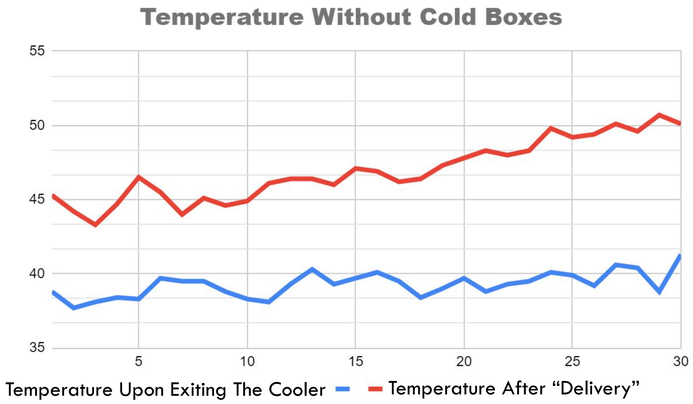
RESULTS

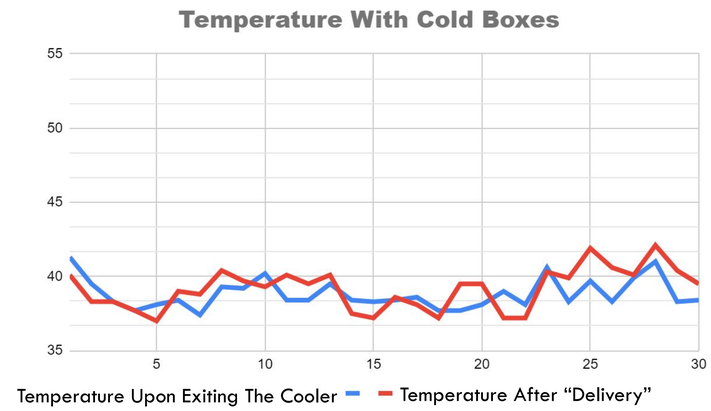
- Using the current process, the average starting temperature of the milk was 39.28 degrees Fahrenheit (oF); after an average 34 minute delivery time, the temperature of the milk increased to an average of 46.94 oF (7.66 oF increase).

- Using the cold boxes the average starting temperature was 38.8 oF ; after an average of 27 minute delivery time, the milk temperature increased to an average of 39.17 oF (0.37 oF increase).

- After administering the employee inservice, it has been speculated that employees are using the cold boxes during the delivery process.

RESULTS





CONCLUSIONS

Demonstration of effectiveness related to process changes can be used for employee education that encourages adherence to procedures and improves patient satisfaction.