

Hospitality, Design & Healthcare Foodservice Impact



Photo by OSUWMC

The Launch of Hospitality Centers in Healthcare

Executive Summary

Patients were the primary driver for change, but how to transform one of the largest academic medical center's foodservice operation from the 1980's to the future of hospitality in healthcare?

A new patient meal delivery model was needed to move from one size fits all approach—hospitality centers were developed.

The department leadership, research and cutting edge innovations helped to improve patient satisfaction and supports that the Hospitality Center was an impactful concept.

Challenges

In 2007 The Ohio State University Wexner Medical Center, formerly known as The Ohio State University Medical Center had a centralized production kitchen with a cold plating tray line that distributed 600+ trays

per meal over several buildings on the main campus.

- Meal ordering was done by several different staff members and processes; not flexible in changing patient needs
- Menu offerings were standardized for all buildings and patients received the same choices based upon their prescribed diet order
- Majority of the meals were done in centralized cart based retherm system
- Physical facilities and infrastructure was approaching 40 years old
- OSUWMC was launching a 400-bed expansion and one central location could not support the entire volume

RSA Resource & Support

RSA first gave OSUWMC a scan of the healthcare landscape in 2007. Researching patient service models, effective programs that were sustainable and flexible. RSA then linked insights from the hospitality segment. Weaving the use of advance food production from models in high-end resorts to enhance food quality & labor efficiency in the kitchen which would then allow more resources to be deployed in front of the customer. The RSA team with the department leadership and design consultant approached a solution that was collaborative and could be executed by the operational team successfully.

RSA was joined by design partner JME Hospitality and OSUWMC leadership to plan for a new concept coined HOSPITALITY CENTERS. Six separate finishing kitchens located closer to the patient which



could then support varying menus, time of delivery and bed side menu ordering close to meal times.

This converted a 1400 bed facility to six healthcare ‘communities’ with touch point access to the hospitality centers.

Results and Future Plans

After two full years of operation and a constantly changing patient environment, the Hospitality Centers continue to deliver positive outcomes.

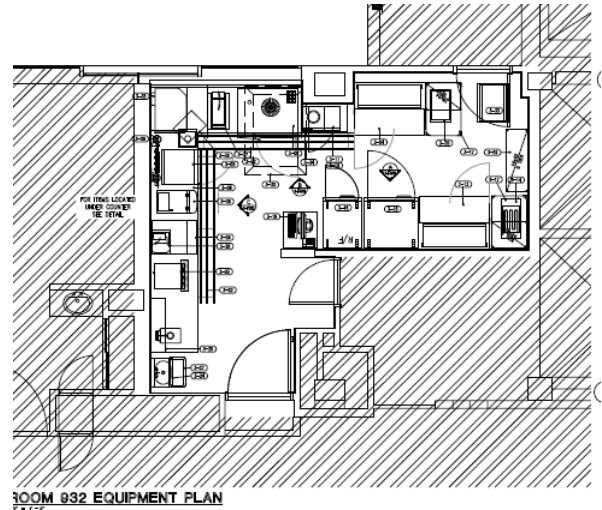
The technology platform, finance, facility, operations, consultants, construction and design teams worked as an integrated team over the course of many years to complete the project.

"This innovative service model creates small hospitality centers to serve as final finishing kitchens so the cook-chill mode can be used to efficiently serve a large population and still allow chefs to cook-to-order the final meals," Jones says. "It also allows customization of the menu to the types of patients being served versus one menu for all."

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Evolving the food, menu and technology innovations at OSUWMC are a constant to stay ahead of the patient’s expectation!

Floor plan of a Hospitality Center



Service with a Smile from Hospitality Center



Credits: JME Hospitality, RSA & OSUWMC