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# **MENU AND CLIENT SATISFACTION**

**PENINA LANGER**

**QUEENS COLLEGE DIETETIC INTERN**

**DECEMBER 2020 – JANUARY 2021**

# EXISTING MENU

- Selective menu
- Cycle menu – repeated weekly
- Predominant age group – adults
  - Separate pediatric menu
- All food cooked without salt/sugar
- Kosher

## BREAKFAST

THURSDAY REGULAR/SOFT/LOW SODIUM

\*CHEF'S CHOICE IF NO SELECTION

Please circle selections

### FRUITS & JUICES (choose one)

- |                 |               |
|-----------------|---------------|
| *APPLE JUICE    | *ORANGE       |
| CRANBERRY JUICE | STEWED PRUNES |
| ORANGE JUICE    | APPLE         |
| PRUNE JUICE     | BANANA        |

### CEREALS (choose one)

- |              |                |
|--------------|----------------|
| *RAISIN BRAN | CREAM OF WHEAT |
| CHEERIOS     | OATMEAL        |
| CORN FLAKES  | RICE CONGEE    |
| KRISPY RICE  |                |

### MAIN FARE (choose one)

- |                      |                  |
|----------------------|------------------|
| *GARDEN OMELET       | YOGURT PLAIN L/F |
| FRENCH TOAST W/SYRUP | YOGURT FLAV. L/F |
|                      | COTTAGE CHEESE   |

### BREAD BASKET (choose one)

- \*WHOLE WHEAT ROLL
- WHITE ROLL
- CORN MUFFIN

- \*MARGARINE
- \*JELLY
- LEMON
- MRS. DASH
- SUGAR SUBSTITUTE

- \*LOW FAT MILK (1%)
- FAT FREE MILK
- NON-DAIRY CREAMER

### REGULAR/SOFT/LOW SODIUM

- |               |            |
|---------------|------------|
| *COFFEE       | HOT TEA    |
| DECAF. COFFEE | DECAF. TEA |

NAME: \_\_\_\_\_ ROOM: \_\_\_\_\_

## LUNCH

THURSDAY REGULAR/SOFT/LOW SODIUM

\*CHEF'S CHOICE IF NO SELECTION

Please circle selections

### APPETIZERS (choose one)

- |                       |                       |
|-----------------------|-----------------------|
| *CUCUMBER SALAD       | BARLEY VEGETABLE SOUP |
| RICE CONGEE W/CHICKEN |                       |

### MAIN FARE (choose one)

- \*FISH WITH JULIENNE VEGETABLES
- TURKEY SALISBURY STEAK W/MUSHROOM GRAVY
- TUNA SALAD PLATTER

### STARCH (choose one)

- \*BROWN RICE
- WHIPPED POTATO

### VEGETABLES (choose one)

- \*CARROT COINS
- CALIFORNIA BLEND

### DESSERTS (choose one)

- |              |                  |
|--------------|------------------|
| *FRESH FRUIT | PINEAPPLE SLICES |
| GELATIN      |                  |

### BREAD BASKET (choose one)

- |                    |                  |
|--------------------|------------------|
| *WHOLE WHEAT BREAD | *MARGARINE       |
| SLICED WHITE BREAD | SUGAR SUBSTITUTE |

- LEMON
- JELLY
- NON DAIRY CREAMER
- MRS. DASH

### REGULAR/SOFT/LOW SODIUM

- |                |            |
|----------------|------------|
| COFFEE         | *HOT TEA   |
| DECAF. COFFEE, | DECAF. TEA |

NAME: \_\_\_\_\_ ROOM: \_\_\_\_\_

## DINNER

THURSDAY REGULAR/SOFT/LOW SODIUM

\*CHEF'S CHOICE IF NO SELECTION

Please circle selections

### APPETIZERS (choose one)

- |                        |                 |
|------------------------|-----------------|
| *BARLEY VEGETABLE SOUP | CRANBERRY JUICE |
| RICE CONGEE W/CHICKEN  | CUCUMBER SALAD  |

### MAIN FARE (choose one)

- \*ROAST TURKEY W/GRAVY & BREAD STUFFING (1 OZ)
- FISH WITH JULIENNE VEGETABLES
- TUNA SALAD PLATTER

### STARCH (choose one)

- \*BAKED SWEET POTATO
- BROWN RICE

### VEGETABLES (choose one)

- \*CALIFORNIA BLEND
- CARROT COINS

### DESSERTS (choose one)

- |                   |             |
|-------------------|-------------|
| *PINEAPPLE SLICES | FRESH FRUIT |
| GELATIN           |             |

### BREAD BASKET (choose one)

- |                    |            |
|--------------------|------------|
| *WHOLE WHEAT BREAD | *MARGARINE |
| SLICED WHITE BREAD | JELLY      |

- SUGAR SUBSTITUTE
- LEMON
- NON DAIRY CREAMER
- MRS. DASH

### REGULAR/SOFT/LOW SODIUM

- |               |            |
|---------------|------------|
| COFFEE        | *HOT TEA   |
| DECAF. COFFEE | DECAF. TEA |

NAME: \_\_\_\_\_ ROOM: \_\_\_\_\_

# AVAILABLE MENUS

- Regular/soft/low sodium
- Consistent carbohydrate
- Renal
- Pureed/ground
- Chopped/mechanical soft
- Pediatric
- Clear liquid/full liquid
- Low fiber
- Bariatric
- Baby food

# MENU ITEMS

## BREAKFAST

- Fruit
- Juice
- Cereal
- Entrée
- Bread
- Milk
- Hot drink

## LUNCH & DINNER

- Appetizer
- Entrée
- Starch
- Vegetable
- Dessert
- Bread
- Hot drink

# CHOOSING YOUR MEAL

- Selective menu – 2-4 choices for each category
- Pre-COVID
  - Patients filled out their own menu for the next day
  - Host/hostesses would pick them up
- During COVID
  - Patients don't receive a copy of the menu
  - Dietitian Assistants take food preferences, ask if patient would like to select menu items

# KOSHER

- Kosher facility
- *Mashgiach* always on premises
- All menu items are Kosher
- Dairy and meat are never served at the same meal
  - Dairy: breakfast and Tuesday lunch
  - Meat: all other lunches and all dinners
- Three sets of all equipment- dairy, meat, neutral

# PURVEYORS

- All food purchased is Glatt Kosher
- Only vendors approved by department Rabbi
- Consult with Rabbi if normal item is out of stock and a replacement needs to be ordered
- All food items ordered by phone
- Paper goods ordered online



| Purveyor                  | Goods                  | Days to Order             | Days Received             | Authorized or Unauthorized | Par Level              | Purchase Process                                   | Comments   |
|---------------------------|------------------------|---------------------------|---------------------------|----------------------------|------------------------|--|--|
| Best Value Kosher         | Milk                   | Tuesday, Friday           | Wednesday, Monday         | Authorized                 | Varies based on census | Place order by phone                               | Recently switched purveyors because the milk was arriving spoiled                                      |
| Dependable Foods          | Produce, grocery items | Monday                    | Tuesday                   | Authorized                 | Varies based on census | Place order by phone                               | Supplemental order is placed on Wednesday for Thursday when needed                                     |
| S. Bertram                | Grocery                | Monday, Wednesday         | Tuesday, Thursday         | Authorized                 | Varies based on census | Place order by phone                               |  |
| Gruenspecht Meat Products | Meat, poultry          | Wednesday                 | Thursday                  | Authorized                 | Varies based on census | Place order by phone                               | This is the only company that meat can be ordered from because it is the company that the Rabbi trusts |
| Franczoz                  | Bread                  | Tuesday, Thursday, Friday | Wednesday, Friday, Monday | Authorized                 | Varies based on census | Place order by phone                               | Bread all comes prepackaged so that the Kosher symbol is on it   |
| Freund's Fish             | Fish                   | Thursday                  | Monday                    | Authorized                 | Varies based on census | Place order by phone                               |  |
| Imperial Dade             | Paper goods            | Wednesday                 | Thursday                  | Authorized                 | Varies based on census | Order through Imperial Dade's website              |  |
| Abaline Supply            | Paper goods            | Wednesday                 | Thursday                  | Authorized                 | Varies based on census | Fill out excel order form, email to rep at Abaline |  |

# FACILITY

- Cook chill facility
- All food cooked on site
- Prepared 1-2 days before serving
- Stored in food bank
- Day served- put on to tray line cold

# MAJOR EQUIPMENT

| Major Equipment                     | Food Item Prepared   |
|-------------------------------------|--|
| <b>Steam jacketed kettle</b>        | Barley vegetable soup  |
| <b>Buffalo chopper</b>              | Chop foods from the menu for patients on the chopped diet                |
| <b>Can opener</b>                   | Sweet potato, pineapple slices   |
| <b>Meat slicer</b>                  | Roast turkey   |
| <b>Blender</b>                      | Puree foods for patients on the puree diet                               |
| <b>Floor mixer</b>                  | Not used for this meal; usually used for preparing pancakes              |
| <b>Combination oven</b>             | Garden omelet  |
| <b>Double deck combination oven</b> | Fish with julienne vegetables, roast turkey with gravy and brad stuffing |
| <b>Flat-top/griddle</b>             | Not used for this meal; usually used for preparing pancakes              |
| <b>Blast-chiller</b>                | To cool down all foods for refrigerator storage                          |

# FROM KITCHEN TO PATIENT

1. Food removed from food bank, put onto tray line
2. Tray line: starter, entrée, pureed/modified diets, fruits/juice/dessert, bread, soup, checker, loader
3. Tray loaded into retherm carts
4. Carts transported to docking station
5. Food heats up for 40 minutes
6. Hot drinks placed on tray
7. Carts brought to floors by transporters
8. Hosts/hostesses deliver the food to patients

# BUDGET

- About \$4 for each meal
- Allocate \$12-15 per patient per day
- Factors:
  - Food cost
  - Labor cost
  - Paper goods
- Each tray takes about 45 seconds to make
  - Labor cost- about \$0.23 per tray
- Paper goods
  - Prices have increased
  - All COVID patients receive paper trays

# NUTRITIONAL ANALYSIS OF REGULAR MENU

|              | Item                                       | Size        | Calories      | Carbohydrates (g) | Protein (g) | Fat (g)     | Sodium (mg)   | Potassium (mg) |
|--------------|--|-------------|---------------|-------------------|-------------|-------------|---------------|----------------|
| BREAKFAST    | Apple juice                                | 4 oz        | 60            | 14                | 0           | 0           | 15            | 150            |
|              | Orange                                     | medium      | 62            | 15                | 1.2         | 0.15        | 0             | 237            |
|              | Raisin Bran                                | 1 container | 110           | 27                | 3           | 0.5         | 125           | 230            |
|              | Garden omelet                              | 4 oz        | 136           | 1.5               | 11.6        | 1.4         | 127.2         | 293.7          |
|              | Whole wheat roll                           | 1 oz        | 80            | 15                | 3           | 2           | 117           | 110            |
|              | Margarine                                  | 5g          | 30            | 0                 | 0           | 3           | 30            | n/a            |
|              | Jelly                                      | 0.5 oz      | 35            | 9                 | 0           | 0           | 5             | n/a            |
|              | Low-fat milk                               | 8 oz        | 100           | 12                | 8           | 2.5         | 105           | 370            |
|              | Coffee                                     | 6 oz        | 5             | 0                 | 0           | 0           | 5             | 87             |
| LUNCH        | Cucumber salad                             | 2.5 oz      | 11.6          | 3.1               | 0.5         | 0.1         | 1.8           | 16.8           |
|              | Fish with julienne vegetables              | 5 oz        | 207.7         | 1.4               | 25.2        | 11.3        | 40.8          | 255            |
|              | Brown rice                                 | 1 oz        | 151.4         | 29                | 3.1         | 2.5         | 4.6           | 116.8          |
|              | Carrot coins                               | 1/2 cup     | 30            | 5                 | 0           | 0           | 140           | 140            |
|              | Apple                                      | medium      | 95            | 25                | 0.5         | 0           | 1.8           | 195            |
|              | Whole wheat bread                          | 1 oz        | 80            | 15                | 3           | 2           | 117           | 110            |
|              | Margarine                                  | 5g          | 30            | 0                 | 0           | 3           | 30            | n/a            |
|              | Hot tea                                    | 4 oz        | 0             | 0                 | 0           | 0           | 10            | 66             |
| DINNER       | Barley vegetable soup                      | 3 oz        | 99.3          | 18.2              | 5.4         | 1.1         | 102.5         | 82             |
|              | Roast turkey with gravy and bread stuffing | 4 oz/1 oz   | 191.7         | 8.7               | 22.4        | 7           | 513.6         | 371.8          |
|              | Baked sweet potato                         | 4 oz        | 102.3         | 24.2              | 1.1         | 0.2         | 32.8          | 212.1          |
|              | California blend                           | 1 cup       | 25            | 5                 | 2           | 0           | 35            | 200            |
|              | Pineapple slices                           | 1/2 cup     | 90            | 22                | 0           | 0           | 0             | 156            |
|              | Whole wheat bread                          | 1 oz        | 80            | 15                | 3           | 2           | 117           | 110            |
|              | Margarine                                  | 5g          | 30            | 0                 | 0           | 3           | 30            | n/a            |
|              | Hot tea                                    | 4 oz        | 0             | 0                 | 0           | 0           | 10            | 66             |
| <b>TOTAL</b> |  |             | <b>1842.0</b> | <b>265.1</b>      | <b>93.0</b> | <b>41.8</b> | <b>1716.1</b> | <b>3575.2</b>  |

# NUTRITIONAL ANALYSIS OF RENAL MENU

|              | Item                                       | Size        | Calories      | Carbohydrates (g) | Protein (g) | Fat (g)     | Sodium (mg)   | Potassium (mg) |
|--------------|--|-------------|---------------|-------------------|-------------|-------------|---------------|----------------|
| BREAKFAST    | Cranberry juice                            | 4 oz        | 60            | 13.5              | 0           | 0           | 2.5           | 15             |
|              | Apple                                      | medium      | 95            | 25                | 0.5         | 0           | 1.8           | 121            |
|              | Corn flakes                                | 1 container | 80            | 18                | 2           | 0           | 150           | 25             |
|              | Garden omelet                              | 2 oz        | 68            | 0.75              | 5.8         | 0.7         | 63.6          | 114            |
|              | Sliced white bread                         | 1 oz        | 71            | 13.8              | 2.5         | 0.9         | 137.2         | 29             |
|              | Margarine                                  | 5g          | 30            | 0                 | 0           | 3           | 30            | n/a            |
|              | Jelly (2)                                  | 1 oz        | 70            | 18                | 0           | 0           | 10            | n/a            |
|              | Low-fat milk (1%)                          | 4 oz        | 50            | 6                 | 4           | 1.25        | 52.5          | 185            |
|              | Coffee                                     | 6 oz        | 5             | 0                 | 0           | 0           | 5             | 87             |
| LUNCH        | Carrot salad                               | 3 oz        | 66            | 6                 | 0.6         | 4.6         | 40.1          | 97             |
|              | Cranberry juice                            | 4 oz        | 60            | 13.5              | 0           | 0           | 2.5           | 15             |
|              | Fish with julienne vegetables              | 3 oz        | 124.62        | 0.84              | 15.12       | 6.78        | 24.5          | 255            |
|              | Pasta                                      | 2 oz        | 212           | 42.6              | 7.4         | 0.9         | 3.4           | 25             |
|              | Carrot coins                               | 1/2 cup     | 30            | 5                 | 0           | 0           | 140           | 140            |
|              | Gelatin                                    | 4 oz        | 81            | 19.2              | 1.7         | 0           | 103.8         | 1.5            |
|              | Sliced white bread                         | 1 oz        | 71            | 13.8              | 2.5         | 0.9         | 137.2         | 29             |
|              | Margarine                                  | 5g          | 30            | 0                 | 0           | 3           | 30            | n/a            |
|              | Hot tea                                    | 4 oz        | 0             | 0                 | 0           | 0           | 10            | 66             |
| DINNER       | Barley vegetable soup                      | 3 oz        | 99.3          | 18.2              | 5.4         | 1.1         | 102.5         | 82             |
|              | Roast turkey with gravy and bread stuffing | 2 oz/1 oz   | 121.7         | 8.7               | 12.4        | 4           | 305.5         | 197            |
|              | White rice                                 | 1/2 cup     | 103           | 22.3              | 2.1         | 0.2         | 0.8           | 33             |
|              | Green beans                                | 1/2 cup     | 20            | 3                 | 1           | 0           | 140           | 107            |
|              | Apple                                      | medium      | 95            | 25                | 0.5         | 0           | 1.8           | 121            |
|              | Sliced white bread                         | 1 oz        | 71            | 13.8              | 2.5         | 0.9         | 137.2         | 29             |
|              | Margarine                                  | 5g          | 30            | 0                 | 0           | 3           | 30            | n/a            |
|              | Hot tea                                    | 4 oz        | 0             | 0                 | 0           | 0           | 10            | 66             |
| <b>TOTAL</b> |  |             | <b>1743.6</b> | <b>287.0</b>      | <b>66.0</b> | <b>31.2</b> | <b>1671.9</b> | <b>1839.5</b>  |

# NUTRIENT ANALYSIS

- Compared to the regular menu, the renal menu has
  - Calories: 100 calories less than regular menu
  - Protein: 27 grams less
  - Potassium: half the amount
  - Sodium: similar amount



# COST ANALYSIS OF REGULAR MENU

|              | Item                                       | Size        | Cost            | Labor Cost     | Paper Goods    | Paper Goods Cost |              | TOTAL           |
|--------------|--|-------------|-----------------|----------------|----------------|------------------|--------------|-----------------|
| BREAKFAST    | Apple juice                                | 4 oz        | \$ 0.39         |                | Utensil packet | \$ 0.05          |              |                 |
|              | Orange                                     | medium      | \$ 0.35         |                | Paper tray     | \$ 0.14          |              |                 |
|              | Raisin Bran                                | 1 container | \$ 0.37         |                | Sugar          | \$ 0.01          |              |                 |
|              | Garden omelet                              | 4 oz        | \$ 0.62         |                | Dinex plate    | \$ 0.52          |              |                 |
|              | Whole wheat roll                           | 1 oz        | \$ 0.45         |                | Dinex dome     | \$ 0.57          |              |                 |
|              | Margarine                                  | 5g          | \$ 0.04         |                |                |                  |              |                 |
|              | Jelly                                      | 0.5 oz      | \$ 0.06         |                |                |                  |              |                 |
|              | Low-fat milk                               | 8 oz        | \$ 1.20         |                |                |                  |              |                 |
|              | Coffee                                     | 6 oz        | \$ 0.20         |                |                |                  |              |                 |
| <b>TOTAL</b> |  |             | <b>\$ 3.68</b>  | <b>\$ 0.23</b> |                | <b>\$ 1.30</b>   | <b>TOTAL</b> | <b>\$ 5.21</b>  |
| LUNCH        | Cucumber salad                             | 2.5 oz      | \$ 0.23         |                | Utensil packet | \$ 0.05          |              |                 |
|              | Fish with julienne vegetables              | 5 oz        | \$ 1.87         |                | Paper tray     | \$ 0.14          |              |                 |
|              | Brown rice                                 | 1 oz        | \$ 0.35         |                | Sugar          | \$ 0.01          |              |                 |
|              | Carrot coins                               | 1/2 cup     | \$ 0.47         |                | Dinex plate    | \$ 0.52          |              |                 |
|              | Apple                                      | medium      | \$ 0.48         |                | Dinex dome     | \$ 0.57          |              |                 |
|              | Whole wheat bread                          | 1 oz        | \$ 0.45         |                |                |                  |              |                 |
|              | Margarine                                  | 5g          | \$ 0.04         |                |                |                  |              |                 |
|              | Hot tea                                    | 4 oz        | \$ 0.09         |                |                |                  |              |                 |
| <b>TOTAL</b> |  |             | <b>\$ 3.97</b>  | <b>\$ 0.23</b> |                | <b>\$ 1.30</b>   | <b>TOTAL</b> | <b>\$ 5.50</b>  |
| DINNER       | Barley vegetable soup                      | 3 oz        | \$ 0.08         |                | Utensil packet | \$ 0.05          |              |                 |
|              | Roast turkey with gravy and bread stuffing | 4 oz/1 oz   | \$ 1.21         |                | Paper tray     | \$ 0.14          |              |                 |
|              | Baked sweet potato                         | 4 oz        | \$ 0.53         |                | Sugar          | \$ 0.01          |              |                 |
|              | California blend                           | 1 cup       | \$ 0.81         |                | Dinex plate    | \$ 0.52          |              |                 |
|              | Pineapple slices                           | 1/2 cup     | \$ 0.46         |                | Dinex dome     | \$ 0.57          |              |                 |
|              | Whole wheat bread                          | 1 oz        | \$ 0.45         |                |                |                  |              |                 |
|              | Margarine                                  | 5g          | \$ 0.04         |                |                |                  |              |                 |
|              | Hot tea                                    | 4 oz        | \$ 0.09         |                |                |                  |              |                 |
| <b>TOTAL</b> |  |             | <b>\$ 3.67</b>  | <b>\$ 0.23</b> |                | <b>\$ 1.30</b>   | <b>TOTAL</b> | <b>\$ 5.20</b>  |
| <b>TOTAL</b> |  |             | <b>\$ 11.33</b> | <b>\$ 0.68</b> |                | <b>\$ 3.89</b>   | <b>TOTAL</b> | <b>\$ 15.90</b> |

# COST ANALYSIS OF RENAL MENU

|              | Item                                       | Size        | Cost           | Labor Cost     | Paper Goods    | Paper Goods Cost |              | TOTAL           |
|--------------|--|-------------|----------------|----------------|----------------|------------------|--------------|-----------------|
| BREAKFAST    | Cranberry juice                            | 4 oz        | \$ 0.41        |                | Utensil packet | \$ 0.05          |              |                 |
|              | Apple                                      | medium      | \$ 0.48        |                | Paper tray     | \$ 0.14          |              |                 |
|              | Corn flakes                                | 1 container | \$ 0.57        |                | Sugar          | \$ 0.01          |              |                 |
|              | Garden omelet                              | 2 oz        | \$ 0.31        |                | Dinex plate    | \$ 0.52          |              |                 |
|              | Sliced white bread                         | 1 oz        | \$ 0.45        |                | Dinex dome     | \$ 0.57          |              |                 |
|              | Margarine                                  | 5g          | \$ 0.04        |                |                |                  |              |                 |
|              | Jelly (2)                                  | 1 oz        | \$ 0.12        |                |                |                  |              |                 |
|              | Low-fat milk (1%)                          | 4 oz        | \$ 0.60        |                |                |                  |              |                 |
|              | Coffee                                     | 6 oz        | \$ 0.20        |                |                |                  |              |                 |
| <b>TOTAL</b> |  |             | <b>\$ 3.18</b> | <b>\$ 0.23</b> |                | <b>\$ 1.30</b>   | <b>TOTAL</b> | <b>\$ 4.70</b>  |
| LUNCH        | Carrot salad                               | 3 oz        | \$ 0.55        |                | Utensil packet | \$ 0.05          |              |                 |
|              | Cranberry juice                            | 4 oz        | \$ 0.41        |                | Paper tray     | \$ 0.14          |              |                 |
|              | Fish with julienne vegetables              | 3 oz        | \$ 1.13        |                | Sugar          | \$ 0.01          |              |                 |
|              | Pasta                                      | 2 oz        | \$ 0.08        |                | Dinex plate    | \$ 0.52          |              |                 |
|              | Carrot coins                               | 1/2 cup     | \$ 0.47        |                | Dinex dome     | \$ 0.57          |              |                 |
|              | Gelatin                                    | 4 oz        | \$ 0.47        |                |                |                  |              |                 |
|              | Sliced white bread                         | 1 oz        | \$ 0.45        |                |                |                  |              |                 |
|              | Margarine                                  | 5g          | \$ 0.04        |                |                |                  |              |                 |
|              | Hot tea                                    | 4 oz        | \$ 0.09        |                |                |                  |              |                 |
| <b>TOTAL</b> |  |             | <b>\$ 3.69</b> | <b>\$ 0.23</b> |                | <b>\$ 1.30</b>   | <b>TOTAL</b> | <b>\$ 5.21</b>  |
| DINNER       | Barley vegetable soup                      | 3 oz        | \$ 0.08        |                | Utensil packet | \$ 0.05          |              |                 |
|              | Roast turkey with gravy and bread stuffing | 2 oz/1 oz   | \$ 0.61        |                | Paper tray     | \$ 0.14          |              |                 |
|              | White rice                                 | 1/2 cup     | \$ 0.26        |                | Sugar          | \$ 0.01          |              |                 |
|              | Green beans                                | 1/2 cup     | \$ 0.32        |                | Dinex plate    | \$ 0.52          |              |                 |
|              | Apple                                      | medium      | \$ 0.48        |                | Dinex dome     | \$ 0.57          |              |                 |
|              | Sliced white bread                         | 1 oz        | \$ 0.45        |                |                |                  |              |                 |
|              | Margarine                                  | 5g          | \$ 0.04        |                |                |                  |              |                 |
|              | Hot tea                                    | 4 oz        | \$ 0.09        |                |                |                  |              |                 |
| <b>TOTAL</b> |  |             | <b>\$ 2.33</b> | <b>\$ 0.23</b> |                | <b>\$ 1.30</b>   | <b>TOTAL</b> | <b>\$ 3.86</b>  |
| <b>TOTAL</b> |  |             | <b>\$ 9.20</b> | <b>\$ 0.68</b> |                | <b>\$ 3.89</b>   |              | <b>\$ 13.77</b> |

# COST ANALYSIS

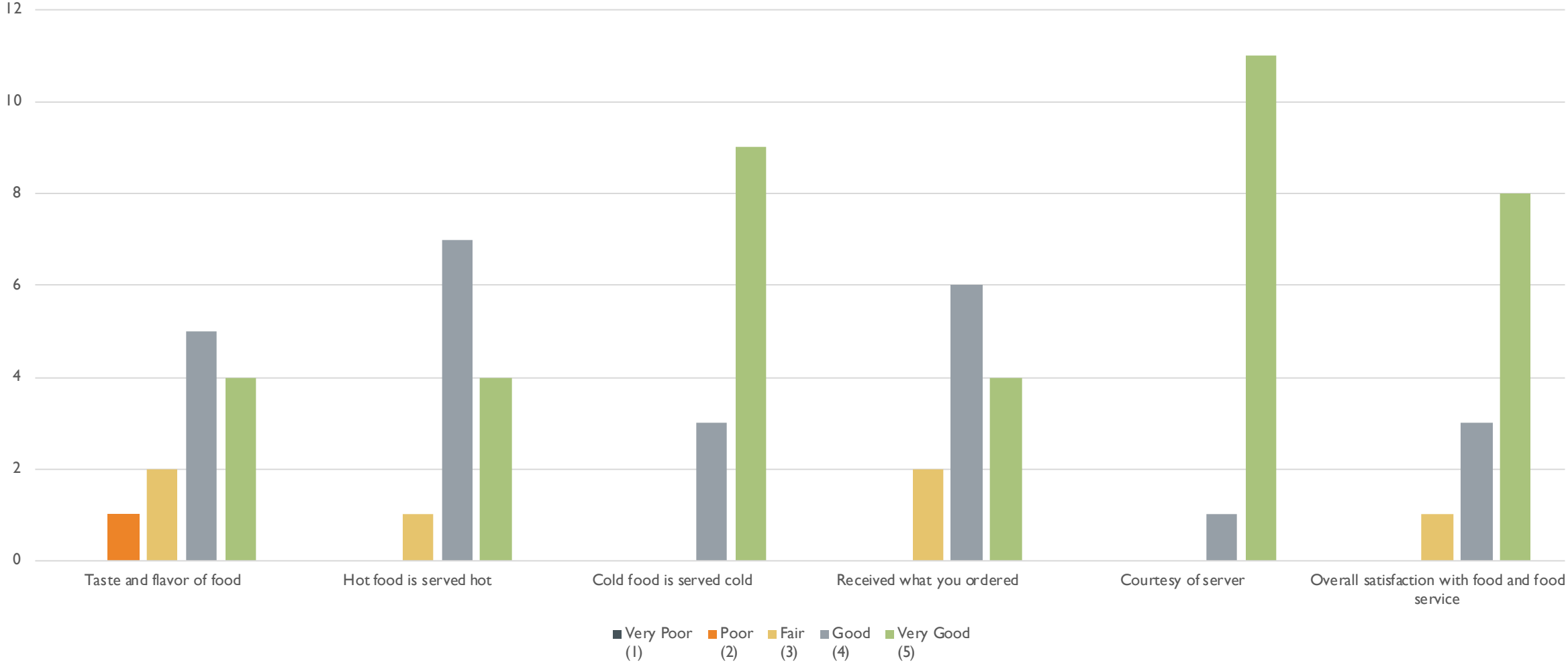
- Compared to the regular menu, the renal menu is
  - About \$2 cheaper
  - Smaller portions of proteins
  - White foods are cheaper than whole grain foods

# PATIENT SATISFACTION

## Aggregated Survey Results

|  | <b>Very Poor<br/>(1)</b> | <b>Poor<br/>(2)</b> | <b>Fair<br/>(3)</b> | <b>Good<br/>(4)</b> | <b>Very Good<br/>(5)</b> |
|--|--------------------------|---------------------|---------------------|---------------------|--------------------------|
| <b>Taste and flavor of food</b>                        |                          | 1                   | 2                   | 5                   | 4                        |
| <b>Hot food is served hot</b>                          |                          |                     | 1                   | 7                   | 4                        |
| <b>Cold food is served cold</b>                        |                          |                     |                     | 3                   | 9                        |
| <b>Received what you ordered</b>                       |                          |                     | 2                   | 6                   | 4                        |
| <b>Courtesy of server</b>                              |                          |                     |                     | 1                   | 11                       |
| <b>Overall satisfaction with food and food service</b> |                          |                     | 1                   | 3                   | 8                        |

Patient Satisfaction



# INNOVATIVE MEANS

- Cost analysis software
  - Keep track of food costs
  - Prices can be updated more frequently