

# Credo in action

## KSMC gears up for room service

OUR CAUSE IS HEALTH.

OUR PASSION IS SERVICE.

WE'RE HERE TO  
MAKE LIVES  
BETTER.

 KAISER PERMANENTE.

Room service isn't just for hotels. At Sunnyside Medical Center, staff are preparing to offer meal delivery upon request to patients throughout the hospital. The new service is set to begin in the first quarter of 2009.

"We want to enhance our service and make the patient's experience as pleasant as possible," says Sandra Kelly, RD, LD, Food and Nutrition Services.

Sandra says patients have requested room service in their food service surveys. She

points out that when they can pick up the phone, order the meal of their choice, and have it delivered within 30 minutes, they are more likely to eat it. And keeping inpatients' appetites healthy is important.

The new service will offer guidance to patients on restricted diets. For example, when a cardiac or diabetic patient places an order, call center employees will run a fast nutritional analysis of the requested meal. If the meal has too much cholesterol or sodium given the patient's condition, the trained staff person will help the patient make better choices.

When it comes to meeting members' specific needs, Sandra and her team can draw upon experience. A patient who recently needed a 10-day hospital stay said he was hesitant about going to KSMC because he didn't think his vegan and gluten-free diet preferences would be honored.

But Sandra and her staff designed a special menu and shopped for the ingredients at specialty grocery stores. The cooks got creative and invented appropriate entrée items for him. His gratitude shows in his heartfelt thank-you letter.

"I have been in many hospitals, but never have I dined as I have here. The food was lovely and it helped me to heal," he wrote.

These service success stories are brought to you by KPNW's Service Excellence team. We're hearing an increasing number of success stories throughout our region and are excited to share them with you. Do you have a service story to share? Tell us about it [here](#).