

Unidine helps transform the patient dining experience at Griffin Hospital.

Background

At Griffin Hospital, located in southern Connecticut, patient satisfaction is a top priority and a critical part of its mission. As a Planetree member organization, the hospital has been nationally recognized for its unique 'patient-centric' approach to healthcare, which emphasizes the delivery of personalized care in a healing and nurturing environment.

Opportunity

Realizing the vital role that nourishing food plays in executing this unique healthcare philosophy, hospital administration knew that enhancing their existing patient dining program was essential. With such a specialized mission, they sought to partner with a dining services management company that would work closely with them to develop a custom program, while still adhering to and respecting their patient-focused philosophy. Griffin had very specific needs and goals for the program; to prepare fresh, made to order meals, to introduce culinary standards and best practices, and to use fresh ingredients, all delivered by hospitality trained employees.

Solution

Unidine's collaborative assessment approach with Griffin not only resulted in development of an improved custom dining management program, but also uncovered an opportunity to develop a new Patient Dining Services Specialist Program that aligns with their mission.

The Customized Dining Program now includes:

- A customized menu, offering variety throughout the week vs. the same menu choices every day.
- New culinary food production standards & practices, using the freshest, most nutritious ingredients.
- Implementation of a cook to order, a la minute service vs. pre-cooked product kept warm in steam-wells.
- A patient-centric focused management program aligned with the hospital mission.
- A new, professional uniform program more representative of professional hospitality service employees.
- Routine patient-centric care training, delivered with a purpose to the entire Dining Services Team. Hospitality is a part of our DNA philosophy.



