

# FOOD: HALTON HEALTHCARE'S SUPPORT SERVICES TEAM



We interviewed Marianne Katusin, Director of Support Services at Halton Healthcare, who has been leading an engaged team of staff towards developing local, sustainable menu items that patients are excited about. They are transforming the patient meal experience, one step at a time.

Marianne reiterates that hospitals have “huge purchasing power” and when all are joined together, they can really push the envelope when it comes to local sourcing of patient menu ingredients.

## SUCCESSES

*The team in Food Services is redefining hospital food as fresh, “good for you” and “locally grown.” The team has been able to develop several recipes in house using local ingredients and have partnered with their distributor to increase the availability of local food products.*



- Developed a “Local Food Procurement Statement” (guiding document used to integrate local suppliers into our purchasing process)
- Developed a local food identifier on our award winning “Call to Order” Room Service menu (Accreditation Canada Leading Practice Award)
- 30% of items offered on patient menus are local
- Patient satisfaction with Room Service in the 95th percentile
- Developed strong partnerships in the value chain – Distributor & Manufacturer

## PRACTICAL ADVICE

**Team engagement:** *“Centering patient and family feedback is an important component of making decisions. Patients and family members play a big role on our menu committee.”*



- Start small (i.e., with a single category on the menu)
- The Produce category is the simplest one to start with because you can make very tangible steps quickly and reap the benefits (e.g., switching to frozen options)
- Run menu specials
- Collect feedback
- Iterate often to meet goals

*“You have the ability to make an impact. Challenge yourself and challenge the status quo.”*

## FUTURE GOALS

**Iterative Steps Forward:** *“We have done a lot and still have a lot more to go.”*



- Get to 50% locally-sourced ingredients
- Work toward improved nutrition for plant-based options
- Continue to iterate on patient feedback through work with patient and family advisors and results from hospital-wide patient satisfaction surveys