



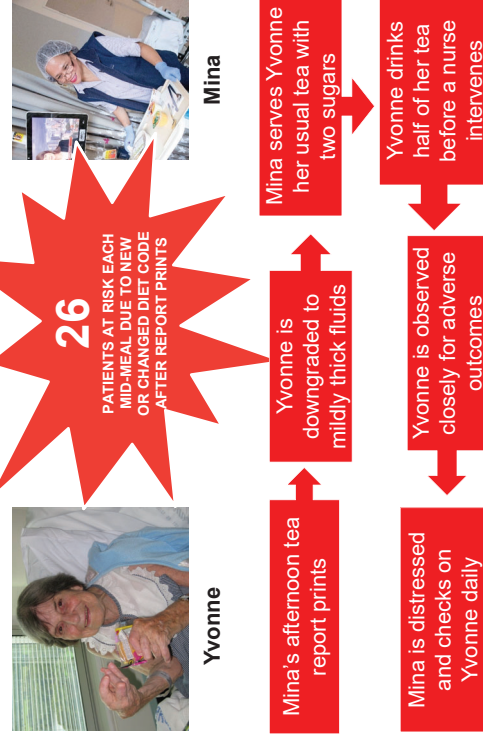
# Redesigning Mid-Meal Safety, Nutritional Accuracy and Compliance, Knowledge and Satisfaction (SNACKS)



A collaboration between HealthShare NSW and Western Sydney LHD, through ACI Centre for Healthcare Redesign.

## Nicola Brownlee and Dominique Takats HealthShare NSW and Western Sydney Local Health District (WSLHD)

### Case for change



**26**  
PATIENTS AT RISK EACH MID-MEAL DUE TO NEW OR CHANGED DIET CODE AFTER REPORT PRINTS

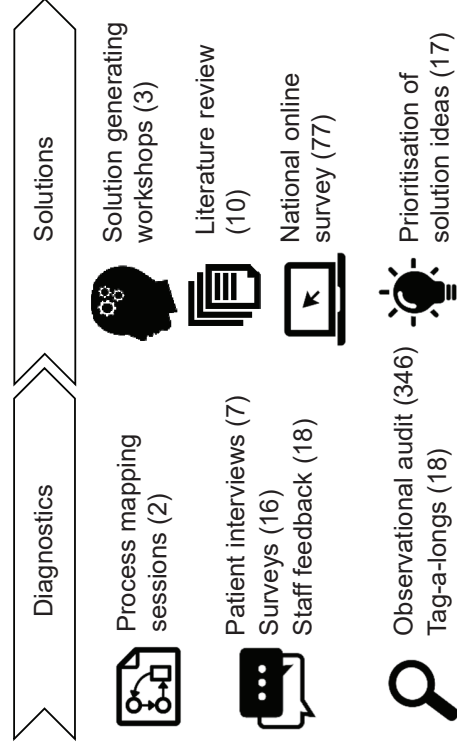
### Goal

To increase the patient **safety** and **satisfaction** within the provision of mid-meals to adult inpatients at A4C, B5A, & D5C in Westmead Hospital by 30th August, 2020.

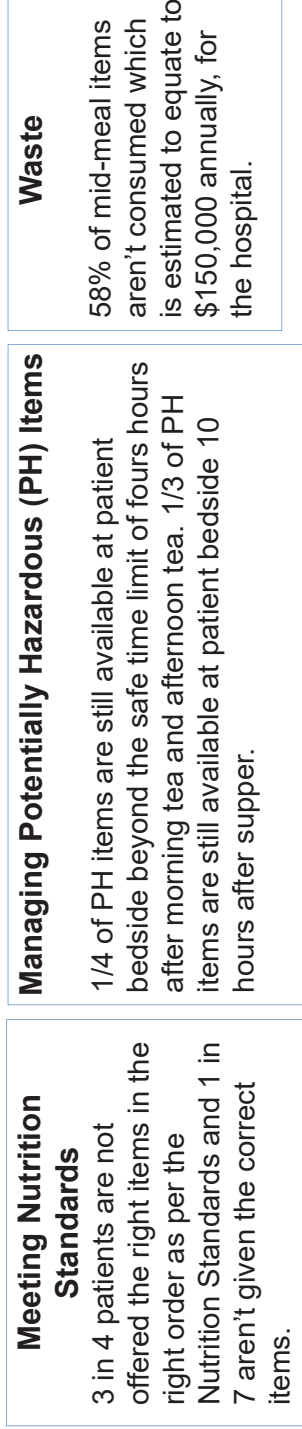
### Objectives

- To increase the proportion of patients being:
  - Correctly given prescribed items from 85% to 100% and
  - Offered the complete range of items in the correct order from 27% to 75% by August 2020.
- To reduce the number of potentially hazardous items remaining with the patient after 4 hours from 22% (morning and afternoon tea) and 36% (supper) to 0% by August 2020.
- To reduce the waste due to mid-meals not being consumed by patients from 58% of total mid-meal food cost to 25% by August 2020.

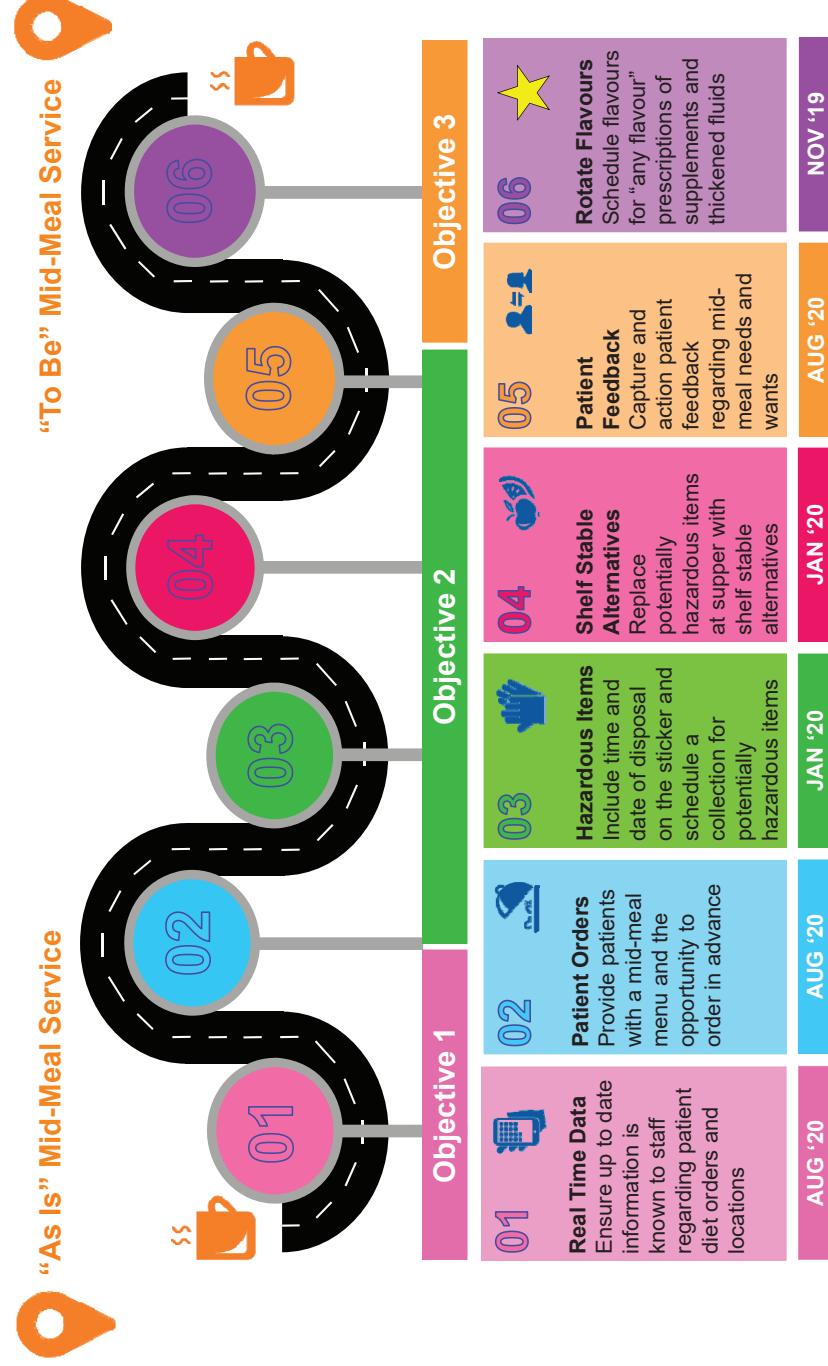
### Method



### Key issues in Diagnostics



### Solutions



### Implementation status

Our quick win, solution 6, is live with Dietitians and Dietitian assistants scheduling specific flavours for patients.

Solutions 1, 2 and 5 are on track with testing on focus groups of the chosen technology solution.

Solutions 3 and 4 are also on track with the testing of shelf stable alternatives and time and date stamp stickers on PH items.

Evaluate						
Live	★					
Started	📞	📄	👤	👤	👤	👤

### Sustaining change

Evaluation will occur after each stage of the planned solutions have been implemented from November 2019 to August 2020. Upon completion of the project, the suitability to implement the updated service model across remaining wards at Westmead Hospital and other HealthShare NSW facilities will be assessed.

Project sponsors and solution owners have made implementation of these solutions a priority, ensuring that the project remains on track. This project will continue to collaborate with its wide range of stakeholders to make sure it is sustained long term both at Westmead and across other sites in NSW.

### Conclusion

Through completing this project, the following factors have been identified as integral to achieve success:

- A co-design approach** - Collaborating across HealthShare NSW and WSLHD was more thorough and holistic
- Patient involvement** - The patient opinion held significant weight in making decisions
- Engaging experts** - The people who deliver the service may already know the issues and the ideal solutions

As this project and future food service improvement projects progress, HealthShare NSW and Local Health Districts should continue to collaborate closely and ensure that the patient voice is incorporated to achieve the most successful outcomes.

### Acknowledgements

**All staff and patients who contributed**  
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**WSLHD Sponsor** – Jacqueline Dominish  
**Redesign Leads** – Clementia Yap and Emma Clarke  
**Centre for Healthcare Redesign**

### Contact

**Nicola Brownlee**, Nutrition Services Manager, HealthShare NSW  
 0438 571 082 | [Nicola.Brownlee@health.nsw.gov.au](mailto:Nicola.Brownlee@health.nsw.gov.au)  
**Dominique Takats**, Diet Supervisor, WSLHD  
 0434 944 125 | [Dominique.Takats@health.nsw.gov.au](mailto:Dominique.Takats@health.nsw.gov.au)