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“Hospital Food” Declared Extinct – It’s Only Room Service at Hackley Hospital

Patients Order from 100+ Item Menu.

(Muskegon, MI) – For breakfast, how about a made-to-order omelet with a bagel and fresh fruit? For lunch, you may call in an order of a stuffed pita or deli wrap with a side salad or soup. And for dinner, a choice between fourteen entrees awaits. At Hackley Hospital, traditional “hospital food” is officially gone, replaced with a hotel-like room service menu.

Hackley Hospital’s innovative **“At Your Request – Room Service Dining”** kicked off a pilot program the week of November 11th and went “live” house-wide November 18.

States Jim Roberge, Director of Support Services at Hackley Hospital, “The traditional hospital tray line and the very limited options it provided is gone after 75 years. It’s now exclusively a room service menu with a wide variety of options for our patients – just like staying at a hotel. The whole effort is aimed at being patient-friendly and offering superior service to our customers.”

Adds Roberge, “People will be amazed by the variety of menu options and quality of food. For dinner alone we are currently offering 14 different main entrees. Our cooks prepare the meals as they are ordered so the food arrives warm and to the customer’s specifications.”

The reason behind the dramatic redesign of food service at Hackley Hospital is to enhance patient satisfaction and clinical outcomes. Journal studies have cited the importance of quality food intake with recovery.

Some of the program highlights include the following:

- Patients phone their orders into the kitchen anytime between 6:30 a.m. – 6:30 p.m.
- More than 100 meal items are on the menu daily – any menu item is available throughout the entire day.
- Meals are individually hand delivered by kitchen staff to patient rooms.
- Meal orders are reviewed by certified dieticians in order to confirm compliance to any care orders prior to delivery.
- All food preparation is contained to kitchen area, not on patient floors, thus limiting infection control risks.

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