

Self reported food intake and patient satisfaction with food: a cross-sectional study in Faroe Islands

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RATIONALE

Around 30-40% of hospital patients are malnourished and nutritional risk screening is necessary in order to identify patients at risk (1). Currently, no data on nutritional status of hospitalized patients in Faroe Islands have been published.

Furthermore, nutritional risk screening has not been fully implemented in the Faroe Islands. The Danish Healthcare Quality Programme is being implemented in 2016 and will include nutritional risk screening in accordance with ESPEN guidelines (2).

It is well known that patient dissatisfaction with hospital food may contribute to insufficient food intake.

AIM

The aim of this study was to evaluate patient satisfaction with the hospital food. Furthermore, self reported food intake was investigated.

METHODS

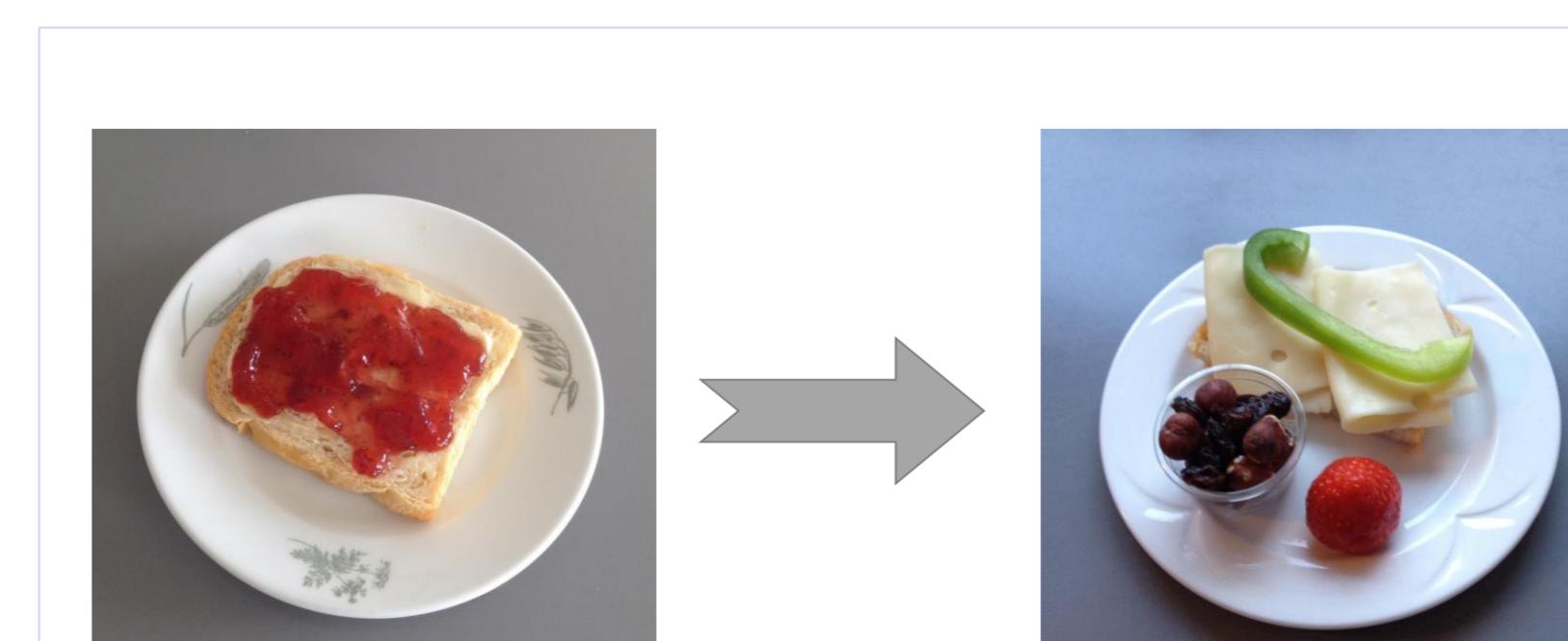
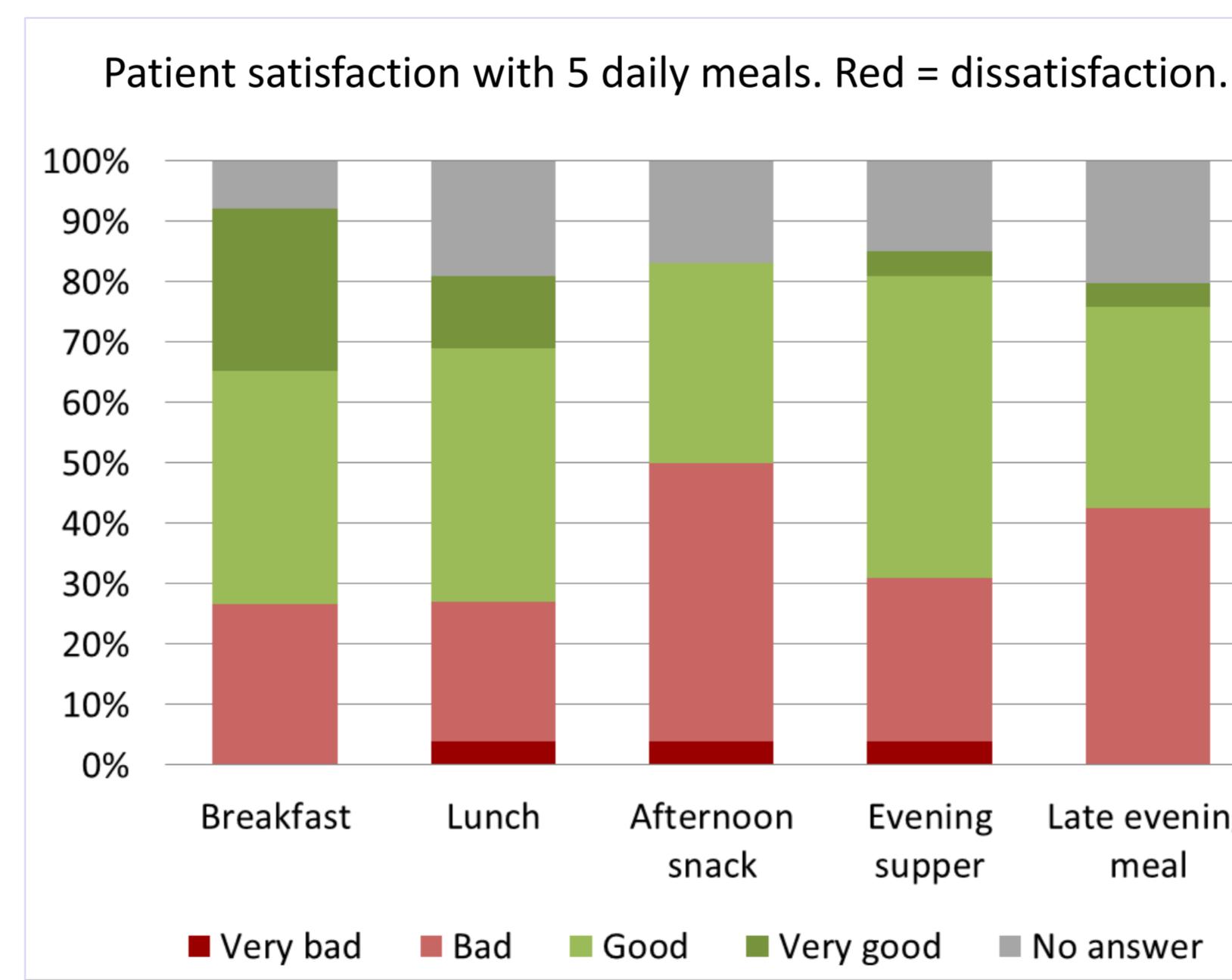
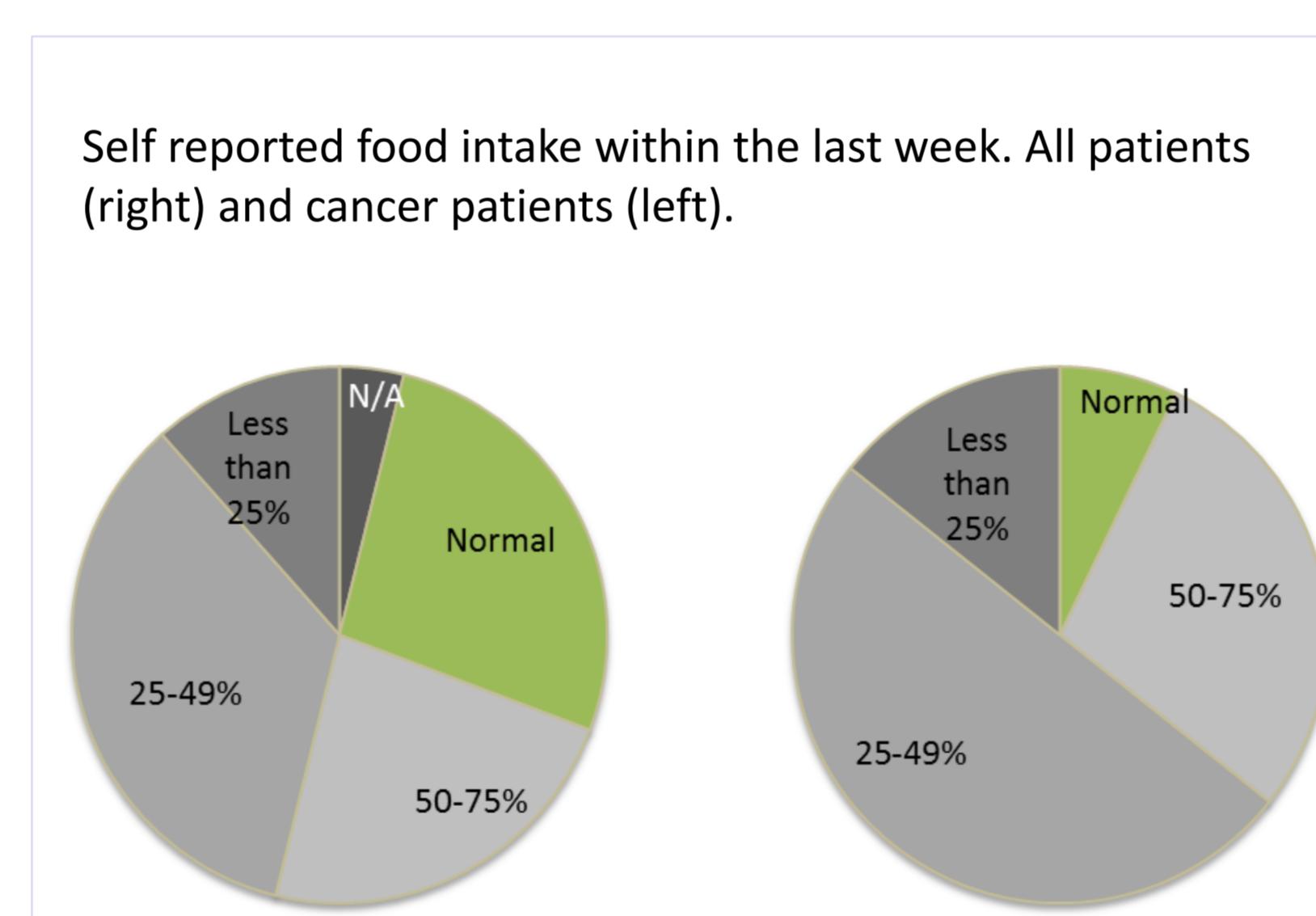
A cross-sectional study including all hospitalized patients (>1 days of admission) in a medical ward at 10 randomly selected days during autumn of 2013. The study was designed as a patient satisfaction survey using a model from the Danish Center for Patient Experience and Evaluation (3).

RESULTS

A total of 31 patients aged 20-89 years were included, of which 68% were 60 years and older. Reasons for admission were cancer (54%), gastro-enterology (16%), infectious diseases (16%) and other diagnoses (14%). Length of stay was categorised as follows: 1-2 days (39%), 3-4 days (35%), 5-6 days (3 %) and 1 week or more (23%).



The patient satisfaction survey was conducted using a tablet.



Improved afternoon snacks based on the patient satisfaction survey. Per portion 1 g protein (left) and 7 g protein (right).

RESULTS – FOOD INTAKE

69% of patients (n=31) reported a food intake less than normal within the past week, of which 46% less than half, 12% less than one fourth.

93% of cancer patients (n=14) reported a food intake less than normal, 64% less than half, 14% less than one fourth.

RESULTS – FOOD SATISFACTION

Overall patient satisfaction with the hospital food was 88%. When asked about meals, 66% were satisfied with breakfast, 54% with lunch and 54% with the evening supper.

The between meals scored the lowest points. 50% were unsatisfied with the afternoon snack and 42% with the late evening meal.

Most common themes mentioned by patients to improve the meals were:

- more varied foods
- more food choices
- more fresh fruits
- more servings of traditional Faroese foods.

No correlation ($P>0.05$) was found between duration of hospital stay and satisfaction with the food service.

CONCLUSION

A majority of patients and especially cancer patients had experienced a food intake less than normal within the past week. The satisfaction with some of the meals was poor. Based on the findings we have made improvements in the hospital food and increased the number of servings. These results emphasize the need for further investigation into the food service and standard procedures. The survey will be repeated during autumn of 2014.

References:

- (1) Kondrup 2003, Clinical Nutrition 22(4), pp.415–421.
- (2) DDKM for sygehuse 2013, 2.version, 2.udgave.
- (3) www.patientoplevelser.dk

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