

HENRY FORD HEALTH SYSTEM  
CULINARY WELLNESS IN HEALTHCARE

THE JOURNEY FROM  
“DIETARY TO CULINARY WELLNESS”

PAST  
PRESENT  
FUTURE

**John Miller, System Director of Culinary Wellness**



# HENRY FORD HEALTH SYSTEM

## Patient Food Service – “The Past”



# HENRY FORD HEALTH SYSTEM

## Patient Food Service – “The Present”



# MISSION & VISION



# CULINARY WELLNESS VISION

In 2004, Henry Ford Health System initiated a Culinary Wellness Program with a goal to transform HFHS; to improve operational efficiencies, financial results, and to provide healthy and extraordinary menus. This vision incorporated the following key areas throughout HFHS:

- Instituted a standardized approach to information systems (one size does fit all);
- Standardized layout and design for existing kitchens, based on the West Bloomfield Hospital model that opened in 2009;
- Incorporated a system-wide, standardized, recipe and menu database;
- Developed retail operations that align with Culinary Wellness, which resulted in Operational and Financial improvements;
- Created a Value Analysis Team to study the impact of a Centralized Culinary Program and to manage Contracted Purchasing



# CULINARY WELLNESS VISION

For HFHS, the Integration of the Clinical Component with the Culinary Program was a key, and resulted in the alignment with:

- Michigan Health and Hospital Association
- Healthcare Without Harm
- Healthier Hospital Initiative, a non-partisan, non-profit organization led by health and childhood obesity advocates:
  - Worked with the private sector to ensure the health of our nation's youth by helping to solve the childhood obesity crisis
  - Supported by the Honorary Chair, First Lady Michele Obama
  - Teamed with Hospital Healthy Food initiative to deliver more healthy options
  - Only 17 Health Systems in the United States are committed to PHA; HFHS is one of them, and the only one in Michigan



## CULINARY WELLNESS VISION

### Partnership for a Healthier America cont'd

- We offer health-promoting a la carte entrees and side dishes in the cafeteria and on the patient menus that meet specific food and nutrient profile, with 40% of offerings meeting guidelines in 2013, 50% by 2014 and 60% by 2015;
- All cafeteria and patient menu items are labeled with calories per serving;
- By 2015, increase the percentage of healthy beverage dollar purchases throughout the hospital to 80% of overall beverage dollar purchases;
- Removed all fryers and deep fat fried products offered in the cafeteria and on the patient menu, starting in 2008



# CULINARY WELLNESS VISION



## PHA COMMITMENT



- Increase the percentage of fruit and vegetable dollar purchases, with the focus on fresh fruits and vegetables or those canned without added sugar or salt;
- Advertise only health-promoting food or meal options;
- Display only health-promoting food options within 5 feet of cash register stations;
- Offer at least one Children's Wellness Meal in the cafeteria; meals must meet specific food and nutrient profiles (reduced sodium & saturated fat and 0 trans fat);
- Offer one Wellness Meal in the cafeteria and patient menu, increasing one per year to a minimum of three





# CULINARY WELLNESS VISION

## Process Improvement Projects

1. Transitioned 3 Acute Care Hospitals from Contracted Food Service to Henry Ford Health System operated departments. This equated to approximately \$20 million dollars in “in-sourced” operations and managed spend
2. During the transition, all Acute Care Hospitals have a standardized Room Service Program for patient dining
3. Created a recipe book for production staff that includes a photo of all menu offerings to improve consistency of product;
4. Non-select trays are now prepared in Room Service to improve quality and temperature;
5. Patient menu revisions in April 2013 incorporated menu items that patients and employees had suggested
6. Implemented Retail Café enhancements to include Display Cooking Stations, Gourmet Deli, and “Tossed-To-Order” Salad Bar



# CULINARY WELLNESS VISION

## FOOD MANAGEMENT MAGAZINE “BEST IN SHOW” FOR 2013

In July 2013, the editors of Food Management Magazine presented the Top Honor for “Best in Show” for Henry Ford Health System’s Culinary Wellness Program and the integration across the Food Service, Educational and Community Outreach Operations



# CULINARY WELLNESS VISION

## HOW WE ARE DOING?

- Our Henry's Retail Cafe dining guest satisfaction for the calendar year 2013 was 92%;
- Patient Satisfaction scores for 2013 increased by 50 percentile points at one of our community hospitals, and our West Bloomfield facility has routinely been in the 99<sup>th</sup> percentile since 2009;
- Catering satisfaction rates are currently 97%;
- Cafeteria sales improved by 7% during 2013 over 2012, with patient volumes remaining constant

