



OVERLAKE Hospital Medical Center
Medical excellence every day™

Overlake's Hospitality Dining Services



“Striving for Good Health, Great Food, and a Better World”

 **FoodMed 2011**
The 4th International Conference on Healthy Food in Health Care

October 18, 2011



SEASONS

D I N I N G

Stanzas Story

Stanzas Café offers a high-quality dining experience that features a freshly prepared, seasonally inspired menu of Northwest favorites. We believe delicious and satisfying food should be nutritious and environmentally sustainable. To support our holistic approach, we select premier vendor partners to provide us with local, organic produce and milk, whole-grain and organic baked goods, natural and organic meats, fair-trade coffee and natural and organic beverages, all available in compostable, recyclable or reusable packaging.

Striving for good health, great food and a better world.

Stanzas Café

Farm To Table Catering

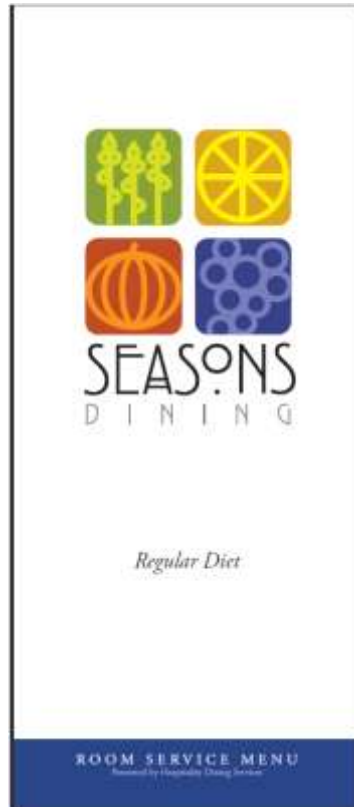
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Providing Excellence in Taste & Service with Every Meal.

**CHOICES,
CHOICES,
CHOICES!**



Seasonal Specials



Healthy Food Partners



Healthy Food in Health Care Pledge

This Healthy Food in Health Care Pledge is a framework that outlines steps to be taken by the health care industry to improve the health of patients, communities and the environment.

As a responsible provider of health care services, we are committed to the health of our patients, our staff and the local and global community. We are aware that food production and distribution methods can have adverse impacts on public environmental health. As a result, we recognize that for the consumers who eat it, the workers who produce it and the ecosystems that sustain us, healthy food must be defined not only by nutritional quality, but equally by a food system that is economically viable, environmentally sustainable, and supportive of human dignity and justice. We are committed to the goal of providing local, nutritious and sustainable food.

Specifically, we are committed to the following healthy food in health care measures for our institution. We pledge to:

Increase our offering of fruit and vegetables, nutritionally dense and minimally processed, unrefined foods and reduce unhealthy (trans and saturated) fats and sweetened foods.

Implement a stepwise program to identify and adopt sustainable food procurement. Begin where fewer barriers exist and immediate steps can be taken, such as the adoption of rBGH free milk, fair trade coffee, or selection of organic and/or local fish produce in the cafeteria.

Work with local farmers, community-based organizations and food suppliers to increase the availability of fresh, locally-produced food.

Encourage our vendors and/or food management companies to supply us with food that is produced in systems that, among other attributes, eliminate the use of toxic pesticides, prohibit the use of hormones and non-therapeutic antibiotics, support farmer and farm worker health and welfare, and use ecologically protective and restorative agriculture.

Communicate to our Group Purchasing Organizations our interest in foods whose source and production practices (i.e. protect biodiversity, antibiotic and hormone use, local, pesticide use, etc) are identified, so that we may have informed consent and choice about the foods we purchase.

Develop a program to promote and source from producers and processors which uphold the dignity of family, farmers, workers and their communities and support sustainable and humane agriculture systems.

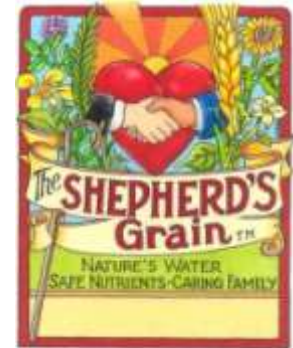
Educate and communicate within our system and with our patients and community about our nutritious, socially just and ecologically sustainable healthy food practices and procedures.

Minimize and beneficially reuse food waste and support the use of food packaging and products that are ecologically protective.

Report annually on implementation of this Pledge.

Dianne Realy, V.P.
Signed

12.4.2007
Date



Balanced Menus

Serve healthy food.
Mitigate climate change.
Reduce costs.



Patient Feedback

- “Meals were excellent.”
- “Excellent food service.”
- “Food was fantastic – a real pleasant surprise!”
- “Especially for a person trying to get well, the availability of fresh, pure, and delicious foods to put in the body, menus for specific diets, friendly service, it’s all covered to perfection. I am certain that people recover strength and health more quickly in this program.”
- “BEST. WOW.”

Karola Kling my husband JUST had back surgery there this week, and I have to say, the food was amazing...I worry with all the artificial and processed foods, BUT wow, was I excited to see your menu!! LOVED the Tomato Basil Bisque yesterday and the bread, to die for. thanks so much, I am a healthy eater, and this made our stay MUCH better!! Your staff was wonderful!!

April 13 at 5:29pm



Maria Norma Gottlieb I know!!! When I had a knee replacement a few months ago, I couldn't believe the gourmet food I was having IN THE HOSPITAL!!! Really good and healthy; It almost made me forget I had a metal implant in my knee...

August 26, 2010 at 10:19pm

Media Accolades



Hospitals — yes, they're the backbone of the community, but they're also a major source of food. Overlake Hospital Medical Center is a leader in sustainable food practices.

Healthy Food in Health Care: Washington's Year in Review
Overlake Hospital Opens Sustainable Cafe

Patient Dining Gets a Delicious Makeover

WINE

WORKFORCE
Managing Mangia
A new breed of chef/managers and executive chefs places a stronger emphasis on food.

Overlake Hospital Medical Center, Washington
Overlake Hospital Medical Center is recognized as a provider of facilities services, services that support the health care process, and staff and the local global community. We are proud that our patient and distribution facilities have almost 100% organic and locally sourced food. We recognize that the community who use it, the workers who produce it, facilities that must be delivered on time for services and quality, but mostly by skilled workers that is an invaluable, locally, environmentally sustainable, and responsible workforce.

TRENDS / SUSTAINABLE GREEN
Sustainability in Action



What a Difference!

- 18 point increase in Patient Satisfaction scores in first 6 months
- Press Ganey Patient Satisfaction scores are at 85.9 for Overall Standard Meals (JUN11)
 - Quality of meals is at 99%ile compared to other Seattle-area hospitals
- Overall Supply Costs are down 2.25% compared to same period of time prior to Seasons Dining
- Decrease in Patient-related Food Waste (approximately 10%)
- Only realized half of budgeted labor increase (\$175k vs \$350k)
- Greater sense of control for patients, one thing they can dictate
- Costs HAVE NOT been passed on to patients
- Erosion of “Hospital Food” stigma – YEAH!
- Fresh, Seasonal, Wholesome ingredients and Menu offerings to better serve the health of our patients, visitors, staff, and community.

Questions?

Christopher Linaman

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