



**CONSISTENT  
PATIENT  
SATISFACTION  
SCORES**

**99**

**PERCENTILE**  
Press Ganey

**98**

**RANK**  
in Valley's "We Care About  
You" patient survey

**98%**

**PATIENT SATISFACTION**  
from iRound

**1<sup>ST</sup>**

**Hospital**

IN THE REGION TO OFFER  
A ROOM SERVICE MENU

## PATIENT CARE WOMAN'S HOSPITAL

At Woman's Hospital, Valley is focused on enhancing the patient experience. This premier 216-bed women and children hospital boasts consistently high patient satisfaction scores from three sources. It is no wonder that Woman's Hospital is the preferred facility in the Baton Rouge surrounding area.

### **PATIENT SERVICES MANAGER**

The manager continuously enhances the patient experience. She has daily contact with the nursing staff and patient hostesses.

### **HOSTESS**

#### **18 HOURS A DAY**

Each patient receives the attention of a hostess. The hostess is dedicated to providing the patient with meals, snacks and beverages delivered with attentive and hospitable service.

### **ROOM SERVICE MENU RESTAURANT STYLE**

Menu features regional preferences made from scratch. The full menu is available 6 a.m. through 7 p.m. every day for patient enjoyment.

### **PATIENT SURVEYS**

Patients are surveyed within 24 hours of their admission. We positively impact patient experience through immediate service recovery.

### **AFTER-DELIVERY NOURISHMENT**

Mothers are served a full meal within 30 minutes after delivery. The meal satisfies post-delivery hunger mothers experience.

### **FOOD & NUTRITION MANAGEMENT TEAM**

The management team serves on the Hospital Patient Experience Task Force.

### **BON APPETIT MENU FOR NEW MOTHERS**

Our Bon Appetit Menu is available for gift purchase by family and friends who want to a little extra pampering for the new mother.

**PATIENT  
EXPERIENCE**



## SURVEY RESULTS FROM STAFF AND VISITORS

**91%**

Enjoyed the taste of the food

**86%**

Rated the cafeteria high for speed of service

**80%**

Stated the staff is engaged and courteous

### RESULTS

**20%**  
Retail Sales Growth

IN FOUR YEARS FROM \$1.95M TO \$2.35M



**Increased**

RETAIL SALES OF HEALTHY SELECTIONS

**84%**  
Physicians

POSITIVELY RATED OUR SERVICES FOR TASTE OF FOOD, MENU SELECTIONS AND SERVICE

## STAFF AND VISITORS DINING WOMAN'S HOSPITAL

Staff and visitors enjoy an expansive retail space full of a variety of selections.

### Key Elements

These key elements for the staff and visitor dining contribute to high survey results and retail sales growth.

- ▶ Full-service cafeteria open 7 days a week
- ▶ Production team led by in-house chef
- ▶ Made-from-scratch recipes prepared with local ingredients when available
- ▶ Discount for healthy selections to encourage wise choices
- ▶ A full-service retail coffee shop featuring responsibly sourced coffee and tea from Community Coffee & Tea, a local favorite
- ▶ Large seating space with beautiful water views
- ▶ A relaxing physician dining space with a dedicated attendant—to accommodate physicians varied schedules, there are meal, snack and beverage selections in physician dining

### Café Stations

- » Café Classics
- » Choice Matters Healthy Options
- » Signature Deli Sandwiches
- » Housemade Pizzas
- » Mongolian Grill
- » Grille Favorites
- » Salad Bar
- » Food Truck Themes
- » To-Go Meals
- » Beverages
- » Coffee Shop