

AN IMPROVEMENT APPROACH TO OFFER QUALITY FOOD SERVICES

Baie-Comeau, November 6th, 2018 – Since the spring of 2017, the Centre intégré de santé et de services sociaux (CISSS) de la Côte-Nord works on reviewing the food service offer, notably in CHSLD, in order to meet ministerial expectations. The specialized teams in nutrition worked to review the menus offered by the food services of the CISSS, notably in terms of nutritional guidelines, regional menu structure, choice and standardization of recipes, personalized menus per facility, etc.

So far, the new menus were implemented in CHSLDs in Haute-Côte-Nord, Baie-Comeau, Port-Cartier and Sept-Îles. In Sept-Îles, it also includes the hospital. Adjustments were made progressively during the implementation of the new menus in order to meet ministerial standards while adapting to the needs and tastes of the users. In recent weeks, the implementation of the menus starts at the cafeteria of the hospital in Baie-Comeau, and it will gradually continue in the kitchens of the youth rehabilitation centres.

The new menus will then be implemented in Minganie as well as on the Lower North Shore in order to complete the project on the North Shore.

Results of the menu appreciation surveys

The appreciation surveys for the new menus completed by the residents of CHSLDs show very positive results.

At the CHSLD de Sept-Îles, over 625 respondents expressed their level of satisfaction between March 2nd and April 19th, 2018. The general satisfaction of residents varies between 91% and 94% regarding the soup, the main course and the dessert. The suggested improvements particularly concern the texture.

Some fifty surveys were completed by the residents of the CHSLD Boisvert in Baie-Comeau from April 4th to June 22nd. The level of general satisfaction in this residence varies between 94% and 96% regarding the soup and the main course. The comments received suggest to improve the seasoning and to increase the amount of salt in certain recipes. As for dessert, the general level of satisfaction is 80%.

The surveys in facilities where new menus are implemented will continue, notably in the other CHSLDs of the North Shore. It allows us to know the exact point of view of the residents and to adjust the recipes, the servings and others if possible.

The CISSS de la Côte-Nord would like to thank all the staff involved in this major improvement project for their contribution in one way or another: the nutrition and food service staff as well as the intervenors and the physicians. It is a huge collaborative effort to meet the quality standards and the need of our users.

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Source: Myriam Gagné
Information agent
Centre intégré de santé et de services sociaux de la Côte-Nord
418 589-9845, ext. 252281