

## **Providence Care one of first in Canada to introduce *Personal Choice Dining***

**Kingston – June 26, 2009** – Patients at St. Mary’s of the Lake Hospital are now experiencing a new and unique dining concept based on restaurant style service. Offered by Sodexo, *Personal Choice Dining* promotes more personal contact between staff and patients and provides continuous dietary care throughout a patient’s stay.

“It is really exciting to be **one of the first hospitals in Canada to offer *Personal Choice Dining***,” says Paula Ormsbee, Director, Food and Nutrition Services at Providence Care. “The benefits of providing our patients’ meals this way are numerous. Patients have more opportunity to make meal choices, we’re working together to ensure dietary needs are met, and we’re seeing less food waste since we began this program.”

In *Personal Choice Dining* a personal host/hostess is assigned to a patient. The host/hostess visits the patient at least three times a day, and records the patient’s food choices from a selection of two Chef’s choices and seven alternatives. The host/hostess keys the patient’s order into a hand-held computer tablet that logs the information and ensures that meals are in compliance with diet order, as prescribed by the physician. All therapeutic diet needs, allergies, likes and dislikes are recorded at the bedside on a wireless tablet for the staff to see to ensure appropriate choices are offered.

*Personal Choice Dining* is very different from the conventional model of food service in hospitals. Instead of preordering meals several days in advance, patients have more choice and flexibility and far more personal contact with their care providers. The high level of interaction between staff and patients and their families develops better relationships and a higher level of comfort and that improves the overall hospital experience.

“Personal Choice Dining is an excellent fit with our organization,” says Dale Kenney, President and CEO of Providence Care. “It is a personal approach that encourages connections between people. Our staff are as pleased about the opportunity for more interaction as are the patients and their families. And that adds to the quality of the experience for everyone.”

“It is about enhancing the overall patient experience,” says Stephen Simms, Senior Vice President for Sodexo’s healthcare division. “We recognize that having choice around something as comforting as the food you enjoy, adds to your overall satisfaction with your hospital experience and may even speed up your recovery time.”

*Providence Care is southeastern Ontario’s leading provider of rehabilitation, specialized geriatric care, complex continuing care, specialized mental health care, palliative care and long-term care. One of Kingston’s university hospitals, Providence Care has three main sites in Kingston: Mental Health Services, St. Mary’s of the Lake Hospital and Providence Manor, as well as 18 community locations. Affiliated with Queen’s University, Providence Care is a major centre for teaching and research.*