



Hawaii Health Systems Corporation Kauai Region (HHSC-KR) operates two facilities: Samuel Mahelona Memorial Hospital (SMMH), a critical access hospital serving the East side of Kauai and Kauai Veterans Memorial Hospital (KVMH), a full-service critical access hospital serving the West side of Kauai.

Food service renovations stemmed from a facility-wide upgrade program. Beyond Green Partners was invited to identify areas to improve the overall guest experience, operate a more sustainable food-service operation, and refine the meals to enhance the recovery and overall health of their patients.

The HHSC-KR nutrition program services the food needs of 420 employees, 86 long term care residents, and nearly 2,000 inpatient admissions annually.

WHERE TO START?

Lance Segawa, CEO, explains the origins of his vision by saying, "We want people to enjoy the food and the experience of eating at the hospital... Meal time offers an opportunity to bring joy into the day of our patients, residents, visitors, physicians, and staff. Simultaneously, we are committed to growing our local economy and increasing the self-sufficiency of Hawaii by supporting local farmers."

In addition to delicious daily meals, we worked on improvements to special meals for holidays, catering, and The Stork Menu, a gourmet dining experience for maternity patients. The kitchen team focused on waste reduction and operational efficiencies to enable the purchase of high quality, locally grown ingredients.

IDENTIFY PRIORITIES

With a declining local food system across the state, HHSC-KR leaders realized their role in revitalizing the state's food system. Hawaii imports 90% of its food including items such as bananas, avocados, and taro which grow in abundance on the islands. The island's food supply is significantly vulnerable to any disruption in regular shipments and therefore reliant on canned, processed, and packaged goods devoid of nutritional density.

HHSC-KR Cafeteria Program Vision

Our delicious hospital cafeteria meals and dining experiences transport eaters to a place of harmony and community. We honor the land and embody the way of the Aloha as we joyfully make food for all patients, employees, and community members.

TRAINING FOR SUCCESS

After nine months of training, Beyond Green Partners created two kitchens producing delicious, scratch cooked meals by a well-trained staff with the shared vision set forth at the start of the project. Beyond Greens Partners provided the client with processes, procedures, templates, and logs to support the success and sustainability of the program including:

- New Menu Procedure
- New Recipe Development and Testing
- Process Production Prep Worksheet
- Cleaning Schedules
- Training Sign-In Sheet and Logs
- Food Temperature Logs
- Food Receiving Procedure
- Kitchen Processes
- Cleaning Logs
- Entree and Production Tracking
- Overproduction Log Template
- Fresh Foods Goal
- Inventory Log
- Kitchen Training
- Program Survey Results Tracking
- Fresh and Preferred Food Tracking
- Monthly Meeting Process
- 3-Year Strategy Roadmap

GETTING RESULTS

Throughout the program, both kitchens made great improvements to accomplish the goals set forth at the start of the project. The kitchens are now cooking almost entirely from scratch using many local and fresh ingredients to produce delicious food for hospital staff and patients. More than 90% of menu items are cooked from scratch. Local food purchases increased from 19% at both hospitals to more than 40% on a consistent monthly basis.

Additionally, fresh food purchases increased from baseline to July 2019 from 41% to 62% (KVMH) and 46% to 67% (SMMH).

▲21% Local and Fresh Food Purchases

Since the launch of the new scratch-cooked menu, more people are coming to eat in the cafeterias. Meal participation increased from a baseline of 583 purchased meals to 1,364 meals in August 2019 (KVMH) and a baseline of 188 purchased meals to 365 in August 2019 (SMMH).

+958 More Meals Purchased August 2019

The staff take pride in the food they make and have improved at working as a team. Cooks and hospital staff welcomed the program changes. **80% (KVMH) and 50% (SMMH) of cooks reported an increase in job satisfaction.** In addition to improving their cooking skills, Beyond Green Partners trained the cafeteria staff in techniques to reduce waste by weighing food and tracking overproduction and in teamwork skills to improve kitchen efficiencies.



Is your organization looking to green things up?

WE CAN HELP!