

HEALTHCARE TRENDS IN FOOD PACKAGING

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The Association for
Healthcare
Foodservice

St. Charles Health
System

ONE DAY IN HOSPITAL FOODSERVICE

Violent Patient

Stroke Patient

Mental Health Patient

Pediatric Patient

New Mother

2500 other patients and
customers



ASSOCIATION FOR
HEALTHCARE
FOODSERVICE



ABOUT US

- The Association for Healthcare Foodservice
 - Non-profit association supporting self-operated food management in healthcare and senior dining.
 - Volunteer-led organization
- St. Charles Health System
 - Four hospital system with several clinics located across central Oregon.
 - Two acute care hospitals
 - Two critical access hospitals
 - Four cafes
 - One micro market
 - ~20 vending machines
 - 1,000,000+ people served each year

OBJECTIVES

- Discuss current uses of food packaging in healthcare
- Understanding pressures operators are facing
- Looking Ahead – Growth Sectors
- Bonus Topics

WHAT WE LOOK FOR IN FOOD PACKAGING

Does it lead to unnecessary waste?

- Do we need it?
- Does it increase or decrease usage rates?

Is it a good value?

- Balance quality and cost.

Does it display well?

- Do the materials showcase the food?
- Do the containers merchandize well?

Does it eat well?

- How does the item compare to other options?
- Is it easy to open and eat from?

Make it easy to use for staff, customers, and patients.

- Reduce labor. Seconds matter.

PATIENT CONSIDERATIONS

Special Diets

- Diabetes
- Heart Healthy

Adaptive Needs

- Dexterity
- Weakness
- Coordination Challenges or Disabilities

Security Concerns

- Violence
- Suicidal



STANDARD AND VARIATIONS

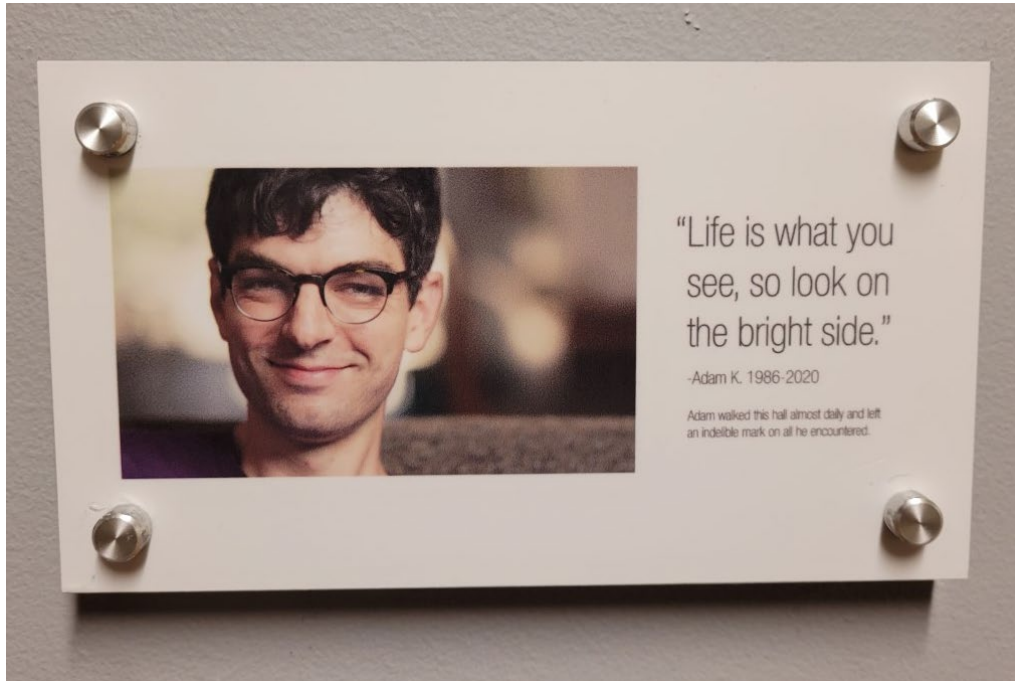


PATIENT EXPERIENCE

How does it eat laying down?

Hospitals with low patient experience scores can be financially penalized with lower reimbursements.

RETAIL CONSIDERATIONS



- What experience are customers looking for?
 - Volunteers
 - Mostly retired and on a budget
 - Caregivers
 - Busy professionals with very little time
 - Some seek healthy options
 - Many eat junk food
 - Energy drinks all day!
 - Visitors
 - Worried about loved ones
 - First responders taking a break
 - Community members who know we cook great food

COSTS AND PURCHASING

- Healthcare organizations track costs several ways
 - Cost Per Patient Day
 - Cost Per Adjusted Discharge
 - Cost Per Unit of Service
 - Plate Cost
 - Etc.
- Purchasing decisions are made seeking the **best value**, not necessarily the lowest per unit cost.
 - Patient and customer experience first
 - GPO and other purchasing agreements play a role
 - We buy the lowest net cost per unit that provides the experience we want

MATERIALS & REGULATOR PET PEEVES

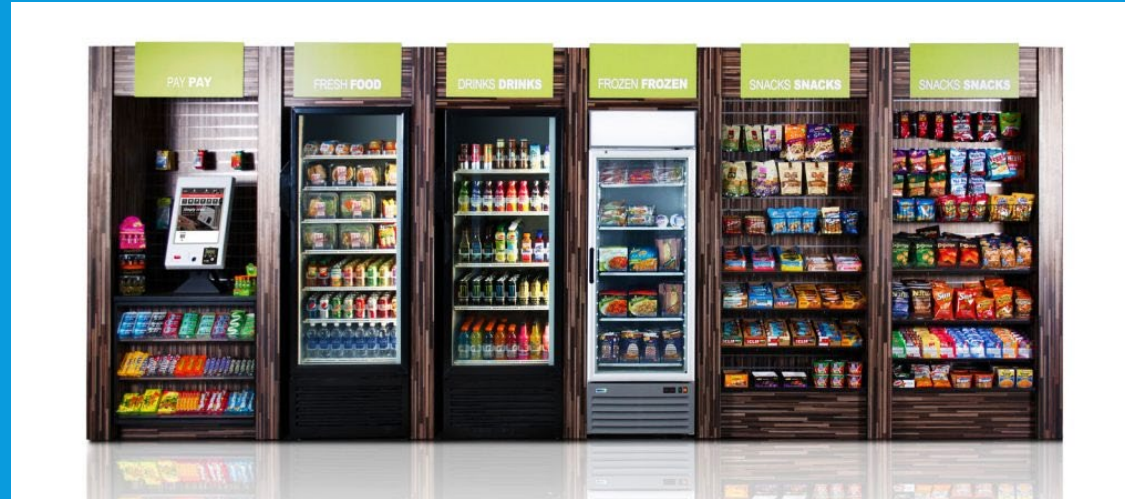
Healthcare foodservice is regulated by many agencies

- CMS
- Joint Commission
- Local and County Inspectors
- FDA
- Etc.
- Corrugated cardboard is ok!
 - Corrugated cardboard really is ok!



GROWTH SECTORS

GROWTH SECTOR – MICRO MARKETS





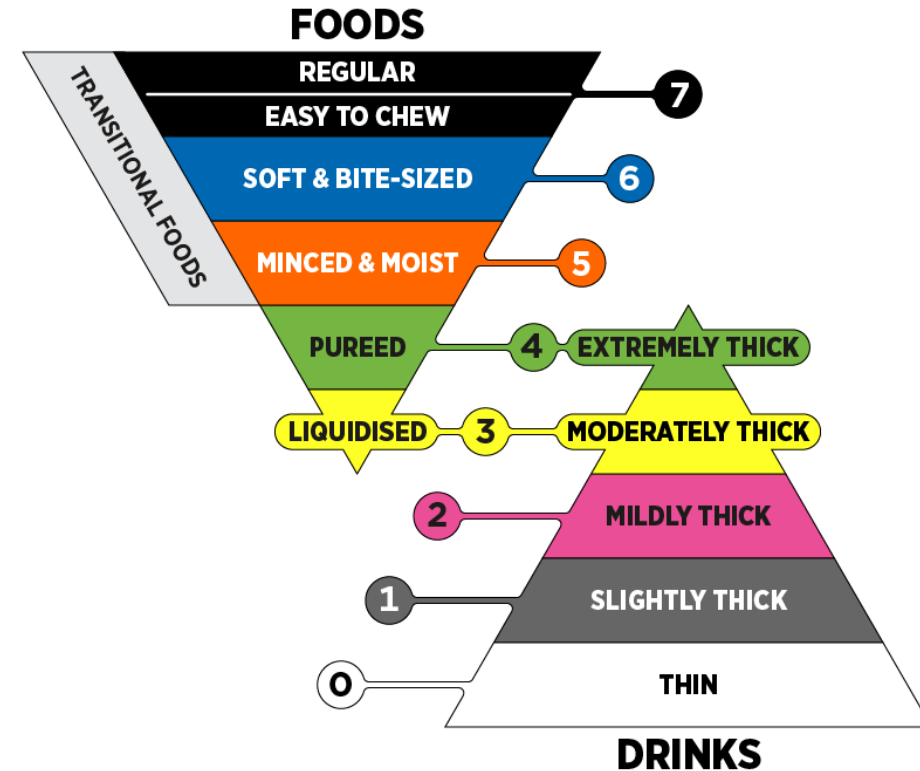
GROWTH SECTOR - ROBOTICS

GROWTH SECTOR - DYSPHAGIA

- Historically, a poorly served patient population
- New, safer international standards of care
- Few companies producing food we're proud to serve
- Patients deserve, delicious and well-presented food

The IDDSI Framework

Providing a common terminology for describing food textures and drink thicknesses to improve safety for individuals with swallowing difficulties.



© The International Dysphagia Diet Standardisation Initiative 2019 @ <https://iddsi.org/framework/>
Licensed under the Creative Commons Attribution Sharealike 4.0 License <https://creativecommons.org/licenses/by-sa/4.0/legalcode>.
Derivative works extending beyond language translation are NOT PERMITTED.

TAKE AWAYS

- Design waste out in the beginning.
 - Design waste out of the entire cycle. This should be a win-win.
 - Consider consumer behavior. Will it lead to increased waste or wishful recycling?
- The unit cost is less important than total cost.
 - Make it a good value.
- Patient and customer experience are critical.
- Make it display and eat well
 - Every item should be excellent at its intended use.
- Make it easy to use.
 - Reduce labor. Seconds matter.

BONUS

BONUS – A.I. ENHANCED OPERATIONS

- Frictionless Retail
 - Walk in, grab whatever you want, walk out.
 - Retrofit or prefab.
 - 100% charge accuracy. No “bro deals.”
- No Barcode Retail
 - Image and sensor based point-of-sale systems.
 - Accurate charges without inputting SKUs or barcodes.
- Automatic Perpetual Inventory
 - Image and sensor based storeroom inventory systems.
 - Integration with point-of-sale and production schedules.
 - Auto-calculate inventory and shrink.

BONUS – REFRIGERATED SUPPLY CHAINS

- Some major suppliers are converting perishable products to be shelf-stable.
 - Reduces shipping costs and capital expense.
 - Easier storage for hospitals.
 - Useful for hospital emergency food supply requirements.
- This is problematic when it impacts the nutrients and ingredient list.
 - When sodium increases, hospitals may remove the items from menus.