Appendix D-Collaborator Food Service Survey Results

In April 2012, the Institute for Agriculture and Trade Policy (IATP) provided each hospital collaborator with a web link to an online survey. All interested food service staff could take the survey, but the hospital collaborators were encouraged to assure that at a minimum all managers, dietitians, cooks and other personnel responsible for planning menus, placing food orders, food preparation or operations management at their facilities were invited and encouraged to complete the survey during their normal working hours.

Thirty-one food service employees at five of the eight facilities participating in the project completed the survey. By job title, food service employee respondents included four directors, seven supervisors/managers, five dietitians, seven cooks, four nutrition/dietary aides, two dietary clerk/cooks, and two non-specific nutrition services employee. Their aggregated responses are reported below.

QUESTIONS ASKED OF ALL RESPONDENTS

1. I define "sustainable" food as (check any that apply):

Response Options (from highest to lowest response rate)	Portion of hospital collaborator responses	Number among 30 respondents to the question
Locally grown/raised	90.0 %	27
No added hormones	70.0 %	21
Raised without antibiotics	70.0 %	21
No genetically engineered ingredients	60.0 %	18
USDA Organic	50.0 %	15
Certified Humane Raised & Handled	43.3 %	13
USDA Grassfed	40.0 %	12
Fair Trade Certified	36.7 %	11
Food Alliance Certified	36.7 %	11
Animal Welfare Approved	30.0 %	9
Other (please specify)		
Responses included: "rotating crops, getting the most out of the land per acre with least amount of added chemicals"		

2. I define local food as (check any that apply):

Response Options (from highest to lowest response rate	Portion of hospital collaborator responses	Number among 30 respondents to the question
Grown/raised on a farm within a certain distance, e.g., 50, 100 or 200 miles	90.0 %	27
Grown/raised on a farm in my state	46.7 %	14
Grown/raised on a farm in a neighboring state	26.7 %	8
Manufactured by a company in my state	20.0 %	6
Most ingredients grown/raised in my state	20.0 %	6
Processed in my state regardless of ingredient source	3.3 %	1

3. I purchase sustainably produced food items:

Response Options (from highest to lowest response rate	Portion of hospital collaborator responses	Number among 30 respondents to the question
Summer/fall	23.3 %	7
Occasionally throughout the year	23.3 %	7
Every time I shop	20.0 %	6
Most of the time	16.7 %	5
Never	6.7 %	2
Other (please specify)		

Response Options (from highest to lowest response rate	Portion of hospital collaborator responses	Number among 30 respondents to the question
Responses included: ■ "Raise my own organic beef, pork, chicken and grow organic vegetables." ■ "Not sure." ■ "Have my own sustainable farm."		

4. Which, if any of the following statements best describes your experience growing food for yourself or others (check any that apply)?

Response Options (from highest to lowest response rate	Portion of hospital collaborator responses	Number among 30 respondents to the question
I grow or have grown fruits and/or vegetables for my family	80.0 %	24
I grew up on a farm or ranch	33.3 %	10
I have no farming, ranching or gardening experience	20.0 %	6
I raise or have raised animals for meat, eggs or dairy products for my family	16.7 %	5
I live on a farm or ranch	10.0 %	3
I raise or have raised animals for meat, eggs or dairy products for sale to others	6.7 %	2
I grow or have grown fruits and/ or vegetables for sale to others	6.7 %	2
Other (please specify)		
Responses included: ■ "Our garden is a family bonding opportunity." ■ "Grandpa has a farm."		

5. Do you believe that the purchase and use of sustainable foods would be in line with the mission of your hospital?

Response Options (from highest to lowest response rate	Portion of hospital collaborator responses	Number among 30 respondents to the question
Yes	70.0 %	21
Maybe	26.1 %	8
No	3.3 %	1

6. On a scale of 1 (extremely important) to 5 (not at all important), how important do you think it is for a hospital to consider the following issues when deciding what types of food to buy and serve to patients, staff and visitors? (Only the largest percentages are being reported for this question.)

Response Options (from highest to lowest response rate	Extremely important	Very important
Freshness/food quality	71.4 % (20/28)	25.0 % (7/28)
Use of synthetic pesticides in fruit, vegetable and other crop production	46.4 % (13/28)	17.9 % (5/28)
Soil conservation and health	32.1 % (9/28)	42.9 % (12/28)
Food production labor and occupational health issues	28.6 % (8/28)	42.9 % (12/28)
Water conservation and quality	32.1 % (9/28)	39.3 % (11/28)
Use of synthetic hormones in beef and dairy cattle	32.1 % (9/28)	35.7 % (10/28)
Use of antibiotic feed additives in beef, pork and poultry production	32.1 % (9/28)	32.1 % (9/28)
Use of food additives, dyes, preservatives	28.6 % (8/28)	35.7 % (10/28)
Genetic modification of crops and livestock	25.0 % (7/28)	28.6 % (8/28)
Animal welfare issues	17.9 % (5/28)	28.6 % (8/28)
Protection of wildlife	10.7 % (3/28)	32.1 % (9/28)
Climate change	3.6 % (1/28)	21.4 % (6/28)

7. If your current employer started serving more meals made with sustainable food items in the cafeteria, how likely are you to choose these items over meals made with conventional ingredients?

Response Options (from highest to lowest response rate)	Portion of hospital collaborator responses	Number among 29 respondents to the question
Very likely	31.0 %	9
Extremely likely	27.6 %	8
Likely	20.7 %	6
Somewhat likely	17.2 %	5
Not at all likely	3.4 %	1

8. If an average lunch today costs around $5.00, what is the highest additional cost you might be willing to pay for menu items made with sustainable ingredients?

Response Options (from highest to lowest response rate	Portion of hospital collaborator responses	Number among 29 respondents to the question
$1.00 (20 percent increase)	27.6 %	8
$0.00 (no increase)	24.1 %	7
$0.50 (10 percent increase)	17.2 %	5
$0.75 (15 percent increase)	10.3 %	3
$0.25 (5 percent increase)	6.9 %	2
$1.25 (25 percent increase)	6.9 %	2
$1.50 (30 percent increase)	3.4 %	1
More than $1.50	3.4 %	1

9. How frequently do you think your hospital should feature foods made with sustainable ingredients (check any that apply)?

Response Options (from highest to lowest response rate	Portion of hospital collaborator responses	Number among 28 respondents to the question
Daily	42.9 %	12
One day a week, e.g., Farm Fresh Fridays	32.1 %	9
One or more months each year, e.g., National Nutrition Month, Fall Harvest	10.7 %	3
One day a quarter focusing on what is available	7.1 %	2
Holidays meals, e.g., Earth Day, Arbor Day, Thanksgiving	3.6 %	1
Other (please specify)		
Responses included: ■ "Never" ■ "Not important, so never" ■ "As seasons permit" ■ "Weekly at a minimum; daily would be nice" ■ "Daily during summer months when local produce is available".		

10. If your hospital was unable to purchase sustainable ingredients for all meals and needed to prioritize serving these items, which of the following groups of people do you think should be given priority (check any that apply)?

Response Options (from highest to lowest response rate	Portion of hospital collaborator responses	Number among 29 respondents to the question
All patients	82.8 %	24
Cancer patients	24.1 %	7
Pediatric patients	17.2 %	5
Maternity patients	13.8 %	4
Heart patients	13.8 %	4
Bariatric patients	13.8 %	4
Staff only	6.9 %	2
Other (please specify)		
Responses included: ■ "Depends on financial versus health impact" ■ "Patient first then employees"		

11. Are there specific types of sustainable food that you would like to be sold in your hospital's cafeteria or vending machines, e.g., Fair Trade/Organic coffee and tea, Organic or rBGH-free milk and yogurt, local fruits and vegetables, etc.? If yes, please describe.

Response Options (from highest to lowest response rate	Portion of hospital collaborator responses	Number among 25 respondents to the question
Yes	60.0 %	15
No	40.0 %	10

If yes, please describe.

- Whole foods
- rBGH-free dairy, local fruit/veg, organic dirty dozen at least
- Local veggies / BGH milk lunch meat!! The breaded quick & easy stuff is full of bad stuff
- Local fruits, vegetables, and possibly eggs (if allowed). It helps local farmers and venders to show the public where the food we are eating actually comes from. A lot of young people just think it comes from the "store" not understanding the hard work that is put into what you are eating, I speak from experience as we raise our own "food"—eggs, meat, and fruit and vegetables. It would be good education for the younger generation to see and eat locally raised food and it leaves you feeling better knowing you can be a part of that!!
- Coffee, fruit, vegetables, and dairy
- All organic snacks
- The vending hardly ever works anyways!!!
- Local fruits and vegetables - a viable option we may have during the summer/fall months. Local cattle, turkey, pig farms
- Fair Trade Coffee, rBGH-free milk, local fruits & veg
- Local produce, hormone-free milk/yogurt, local meats
- Local Dairy, Fruits & Vegetables
- Local and organic fruits and vegetables. All others we already provide
- Local fruits and vegetables as able
- More fresh and less processed food

12. Have you ever worked for a business or institution that purchased food directly from farmers for use in food service operations?

Response Options (from highest to lowest response rate	Portion of hospital collaborator responses	Number among 29 respondents to the question
No	58.6 %	17
Yes	34.5 %	10
Do not know	6.9 %	2

13. What, if anything, did you really like about these farm direct purchases (please describe)?

Answers from the 15 respondents included:

- Not applicable
- Not applicable
- Fresh, better tasting
- Fresh, less handlers, healthy
- Fresher food, tastes better
- Better flavor
- Freshness
- I like that you know exactly where your food came from
- Flavor was exceptional, due to being served so close to the time of harvest of the item.
- Seasonal produce. Cost
- The greatest benefit to purchasing food directly from a farmer is having someone to answer questions about how it was grown and raised. What goes into that loaf of bread? By developing strong relationships with the local farmers, our business had an "in" with our local food system. Also, the farmers were thrilled to share their knowledge and experience with our business which created a sense of community.
- I like how fresh the produce is. I like the variety that is available at the local farm.
- Being able to have a specific cut of meat from the pork
- Quality and the relationship with the farm
- The feeling of community and helping out small farmers

14. What, if anything, did you really dislike about these farm direct purchases (please describe)?

Answers from 11 respondents included:

- Not applicable
- Not applicable
- Sometimes not enough supply
- It takes longer to prep for patients or the cafe because the products are not trimmed or cut up.
- Much more labor intense
- Having to clean the vegetables...wash them, also storage can be a problem
- Nothing
- Once a relationship was built, it was difficult to turn down their business if their product didn't meet our current needs.
- It is only available for a few months during the summer/fall months.
- Nothing
- Making sure all the State and Federal regulations and facility policies were met to stay in compliance with this type of purchase.

QUESTIONS ASKED OF RESPONDENTS BY FOOD SERVICE JOB RESPONSIBILITY

Food preparation

15. Which, if any, of the following would you or your co-workers need to prepare more meals from fresh, whole ingredients from local farms (check any that apply)?

Response Options (from highest to lowest response rate)	Portion of hospital collaborator responses	Number among 18 respondents to the question
Additional staff	61.1 %	11
Additional food prep surfaces	44.4 %	8
Additional cold storage	33.3 %	6
Additional equipment (knives, food processors, etc.)	33.3 %	6
Knife skills and safety training	16.7 %	3
Other (please specify)		

Responses included:

- "Depends if these are incremental sales or not"
- "Not applicable"
- "Training on how to clean/cut fresh vegetables. Many people have never used fresh produce."

Patient, cafeteria and catering menu planning

16. Does the current menu planning process support use of seasonally available produce? If yes, please describe how. If no, please describe the changes you think would be needed to incorporate use of seasonally available produce into patient menus. There were 16 respondents to the question.

Menu Development	Patient Menu	Cafeteria Menu	Catering Menu
Response Options (from highest to lowest response rate)	Portion of 16 hospital collaborator responses	Portion of 9 hospital collaborator responses	Portion of 2 hospital collaborator responses
Yes[1]	81.3 %	88.9 %	50.0 %
No[2]	18.8 %	11.1 %	50.0 %

17. How often is the patient menu changed?

Answers from 14 respondents include:
This is something new that is in the process
As needed
As needed
As needed and seasonally
As able
Three weeks
Three-week menu cycle with the exception of special meals
Three-week cycle with monthly meetings to suggest changes
Restaurant style menu with many selections and options from ever changing cafe menu
Yearly
Yearly
At least annually
Possibly every 2 years
Every 2 years

18. How often is the cafeteria menu changed?

Answers from seven respondents include:
Weekly
Weekly
Weekly
Three-week menu cycle with the exception of special meals
Monthly menu item changes discussed
A monthly menu to incorporate new items
At least annually

19. Please indicate which, if any, of the following items you would need or want in order to incorporate more sustainable ingredients into menus (check any that apply). There were 16 respondents to the question.

Needs	Patient	Cafeteria	Catering
Response Options (from highest to lowest response rate)	Portion of 16 hospital collaborator responses	Portion of 8 hospital collaborator responses	Portion of 4 hospital collaborator responses
Information on availability via distributors	75.0 %	75.0 %	100.0 %

1. Responses included "we use what is in season", "when fruits and vegetables are in season for cost and quality", "available fresh fruits are used", "fresh fruit options", "Yes and No. We could definitely improve our menu planning process. The degree to which our menu varies seasonally is very minimal. For example, our cafeteria's soup/salad line - We try to expand the amount and variety of fresh produce items for our side salad during the summer and fall months to support the use of seasonally available produce. However, our cycle menu changes are very minimal; we certainly could incorporate more seasonally available produce", "fresh fruits and donated local fruits", "vegetables that are offered are from the local CSA. Menu is written using what produce is available from the CSA," "but it is difficult to make many changes," and "prepare any vegetable or fruit available in kitchen when patient orders a meal. Let the patient know when they call for a meal what is local," and "use seasonal fresh vegetables and fruits."

2. Responses included "more labor for production."

Needs	Patient	Cafeteria	Catering
Response Options (from highest to lowest response rate)	**Portion of 16 hospital collaborator responses**	**Portion of 8 hospital collaborator responses**	**Portion of 4 hospital collaborator responses**
Increased budget	68.8 %	75.0 %	75.0 %
Information on what is locally grown	62.5 %	62.5 %	75.0 %
Information on seasonal product availability	62.5 %	75.0 %	100.0 %
Management support	37.5 %	37.5 %	25.0 %
More food prep space	31.3 %	25.0 %	50.0 %
Additional food prep tools and equipment	31.3 %	37.5 %	50.0 %
Recipe ideas	37.5 %	37.5 %	50.0 %
More storage space	18.8 %	25.0 %	50.0 %
Portion availability	12.5 %	12.5 %	25.0 %

20. Do your patient menu planning guidelines require use of only certain cuts of meat or poultry? If yes, please provide information on portion sizes and indicate whether there is any flexibility available to amend/adapt requirements on an occasional or routine basis.

Response Options (from highest to lowest response rate	Portion of hospital collaborator responses	Number among 17 respondents to the question
No	52.9 %	9
Yes	47.1 %	8
If yes, please provide information on portion sizes and indicate whether there is any flexibility available to amend/adapt requirements on an occasional or routine basis.		
■ Our standard serving is 3 oz. We give a bigger portion if they request it and their diet allows for it. We also give a smaller portion if they request it or their diet is more strict. ■ We only use the breast of chickens...the portions of all the meats should be 3 ounces. ■ Our menus must follow the VHA Healthy Diet Guidelines: ■ Purchase entree options with leaner cuts of beef and pork; increase baked fish and poultry options on menu. ■ Adopt appropriate standardized portion sizes. ■ Lean ■ Nutrition Information is printed on the patient menu, current portion sizes would need to be followed for that info to be correct. Meat portion size is 4 oz. ■ Portion sizes for patients are 3 oz of protein.		

NOTE—the following sources were consulted when developing questions for the initial IATP SARE project health care collaborator food service conducted in 2012:

- *Farm to School in Minnesota Fourth Annual Survey of School Food Service Leaders*, Institute for Agriculture and Trade Policy and Minnesota School Nutrition Association, March 2012, http://www.iatp.org/files/2012_03_19_FoodServiceLeadersSurvey_0.pdf
- *2011 Healthy Food in Health Care Survey & Award Application,* Earth Wise Communications and Health Care Without Harm (unpublished)
- *Southern Wisconsin Food Hub Feasibility Study*, Buyer Survey, Dane County Planning and Development Department, September 2011, http://www.ams.usda.gov/AMSv1.0/getfile?dDocName=STELPRDC5097196
- *Minnesota Health Care Food Service Survey*, Institute for Agriculture and Trade Policy, 2010 (unpublished)