



# EWR good practices and case studies

## (Minimisation of uneaten hospital meals)

### 1. Details of Action:

Coordinators: Catalan Waste Agency (Agència de Residus de Catalunya, ARC)

Action Developers: Germans Trias i Pujol Hospital

Name of nominated action: Minimisation of uneaten hospital meals

Town: Badalona

Region: Catalonia

Country: Spain

Website: <http://www.gencat.cat/ics/germanstrias/>

Nominee category: Others

Dates of action: 22-28/11/2014

### 2. Action's theme:

- Reduce – Strict avoidance and reduction at source
- Reuse – Preparing for reuse and reuse
- Recycle – Waste sorting and Recycling
- Let's Clean Up Europe!

### 3. Action related to the Prevention Thematic Days 2014: Stop Food Waste?

- Yes
- No

### 4. Description of the nominated action:

Germans Trias i Pujol is a public hospital managed by Catalan Institute for Health. Set in Badalona, a town close to Barcelona, it has started its activity since spring 1983. It currently operates thanks to 2,500 professionals. Hospital Germans Trias acts as a basic general hospital for a population of over 250,000 inhabitants in Badalona and several towns in the surroundings. It is a reference hospital for more than 800,000 citizens of North Barcelona province.

The Hospital's nutrition work group observed that a lot of meals were returned untouched to the kitchen. So they started monitoring to obtain data on what were the reasons of this large amount.

The reasons detected were:

- Organoleptic: Patients returned food because they didn't like it.
- Wrong pattern: Some menus were wrongly patterned by nurses.
- Wrong Service: Diet was correctly patterned, but not produced as indicated in kitchen.
- Unreported patient circuit: patients who for various reasons (leave, transfer to other hospital units, surgery, diagnostic test, fasting, etc.) are not on the unit when the meal arrive.



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To avoid these situations, some measures were taken:

- Satisfaction surveys on cuisine service quality
- Menu preselection by patients whose diet pattern allow choosing
- Training nurses for proper diet pattern
- Integration and direct communication between the patient care and the kitchen production software tools.

### 5. Type of evaluation conducted and outcome of the evaluation:

- Number of visitors/participants
- Feedback from visitors/participants (willingness to change their behaviour)
- Quantity of waste avoided/collected
- Amount of CO2 avoided
- Other indicators (please specify):

- Uneaten meals have been progressively reduced.
- The software integration alone has saved 300 monthly meals
- Between 2013 and 2014 the reduction was over 50%, saving 1,171 meals, which involve preventing generation of 761 kg of waste per year.

Conclusions:

- The coordination and collaboration between the Nursing Department, Hospitality Unit, kitchen grant personnel and Hospital Waste Commission has been crucial to the results.
- With joint corrective actions, food waste, public budget and waste have been saved.

### 6. Reasons why the action has been selected for the EWWR 2014 Awards :

#### a) Visibility and communicational aspects:

During the 2014 EWWR the highlighted information items and the results were widely published through posters on all hospital units, posted on the intranet and sent by e-mail to all the hospital staff. The objective was to let know the effectiveness of the measures to increase their effect and to support the usefulness of indications given in trainings to prevent food waste. A video was produced and publicly broadcasted on YouTube through social media. The project will be exposed in health and environmental workshops, meetings and symposiums.

#### b) Quality of content and focus on waste reduction, products reuse or materials recycling:

2013 – 2,204 uneaten meals – 0.88% of total meals produced – 1,432 kg of waste avoided

2014 – 1,033 uneaten meals – 0.4% of total meals produced – 671 kg of waste avoided 47% reduction



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### c) Originality and exemplarity:

Interaction between the two software tools has avoided miscommunications that led to meals production mistakes. Coordination and hard work of hospital staff and kitchen grant company personnel together has made this integration possible, with visible good results.

### d) European reproducibility:

These measures can be reproduced in any hospital. The Catalan EMAS club has introduced it in a workshop for EU Health Care Waste Management project to let it know to all European hospitals participating in this project. It has also been shared to hospital associations of which Germans Trias is member of.

### e) Lasting impact:

Thanks to this action, the uneaten meals rate is going to stay this low in the coming years, and if possible, even more reduced. The positive experience will be presented in as many health management or environmental forums as possible to spread it and encourage other hospitals to reduce their food waste.

### f) Motivation:

The collaboration between professionals of different units, services or even companies, working together has granted evident improvements in management, efficiency, savings and waste avoiding. This is an example applicable to any other field in the health care management, in our organization or in any other, and will encourage our people in trying harder on synergy with others in multidisciplinary work groups.

### Webography:

- Video Available in English at youtube: <http://youtu.be/Gs2OQwpKBn0>
- Video Available in Catalan at youtube: <http://goo.gl/2UGewb> and accessible also at [www.arc.cat/setmanaprevencio](http://www.arc.cat/setmanaprevencio) in the Actions Catalogue, Videos Section of Food waste.



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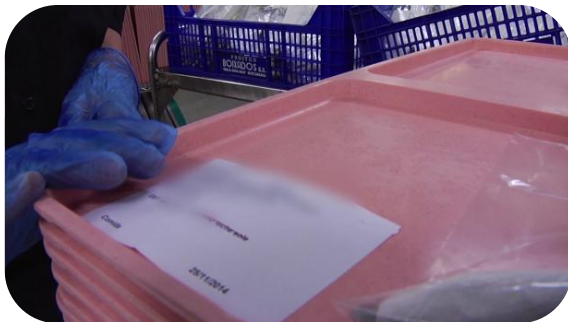
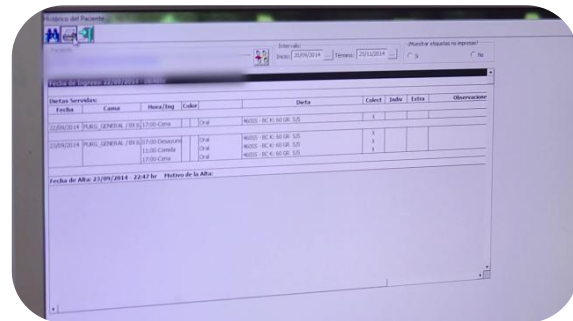
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Software integration

Menu preselection by patients



Coordination

Collaboration meeting



## SETMANA EUROPEA DE LA PREVENCIÓ DE RESIDUS

DEL 22 AL 30 DE NOVEMBRE DE 2014

### Reduïm les dietes no consumides



SERVEI DE CUINA I  
PROFSSIONALS D'INFIRMERIA :

Us animem a intensificar, durant aquesta setmana,  
el seguiment per ajustar la petició de dietes hospitalàries  
a la realitat assistencial per contribuir a minimitzar  
les dietes no consumides que suposen malbaratament  
d'aliments

ACCIO COMUNA

Minimització del  
malbaratament  
alimentari

RESULTAT:  
Reducció  
de les dietes  
hospitalàries  
no consumides



Germans Trias i Pujol  
Hospital  
Institut Català de la Salut



With the financial support  
of the European Commission