

# Food and Nutrition Services Management



**Simple Management Solutions, LLC.**

Integrated Facilities Management  
and Design

Ian Bigelow

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Healthcare organizations have no choice but to provide foodservices to their patients, visitors, and employees. Most choose to contract this to a third party. Evaluating and working with hospital food service companies, can be an overwhelming process. My first exposure to foodservice management was during the late 1980s. I have come a long way since then. I know how to achieve and sustain robust operational and financial results while ensuring that patient care standards are met and increased.

Hospitals are continually challenged with reducing costs. I have the experience necessary to help reduce costs without compromising outcomes by means of operational and design innovation. I can guide your team to reduce food and supply costs with a focus on delivering high-quality meals to visitors and patients while limiting food waste. With a thorough analysis of the department I have no doubt I can find ways to enhance food preparation, distribution, and customer service with everything from innovations to workflow and equipment layout to suggestions for procedural changes.

I believe any changes should begin with an in depth and concurrent look at current outcomes specific to how they are perceived by patients, staff, and visitors. If those outcomes are positive, then what is the straightest line of events, from finish to start, necessary to maintain and improve them. If those perceptions are mixed or even negative, what events from finish to start need to be improved, added, or eliminated. It's not rocket science, but the point here is to orient the investigation from outcome to current state, rather than the other way around.

By this lean, outcome-based approach, ways to improve processes, service outcomes, revenue generation, cut expenditures, and limit waste can all be more easily identified. Consequently, extra steps, missteps and obstructions to workflow can be reduced, refined and or eliminated. The evaluation process might identify anything from misallocation of skillsets, and lack of patient/cafeteria menu synchronicity, to supply order timing and physical workflow barriers. No part of the operation should be so sacred as to be off the table for scrutiny. Efficiencies found and implemented by this process will result in implementing cutting-edge practices, lean workflow, optimized staffing, reduced waste, happier customers, and staff, all while driving lower costs.

**By combining my 35+ years of senior operations management practice and Food Service leadership background with that of my Design/Build and Facilities Engineering experience, nothing is out of reach. I can lead efforts in the following:**

- Reducing food and supply costs
- Hiring and selecting effective department leadership
- Managing GPO conversions
- Assessing RFP/RFI processes when switching to new suppliers
- Implement action plans which drive utilization to industry benchmarks and perhaps beyond
- Enhancing staffing productivity
- Assess department leadership effectiveness
- Cafeteria design and construction services for revamping, remodeling, and scratch building
- Kitchen design and construction services for revamping, remodeling, and scratch building
- Menu synchronization, balancing and management
- Catering
- Managing RFI/RFP with new service providers
- RFP and Contract development
- Management throughout RFP process
- Shrink costs while providing higher quality of service and patient experience!
- Streamline operations
- Evaluate and determine the correct equipment
- Train staff and cut waste