

# FEASIBILITY STUDY

UCLA HEALTHCARE NUTRITION SERVICES

University of California, Los Angeles

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Prepared by:

UCLA Healthcare Department of Nutrition

# UCLA Healthcare Nutrition Mission

The Department of Nutrition Mission Statement is  
**“To Exceed our Customers Expectations”**

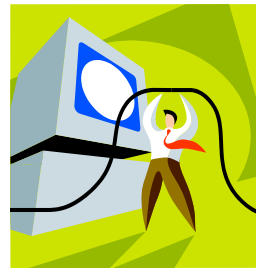
- To provide high quality food service and optimal nutrition care.



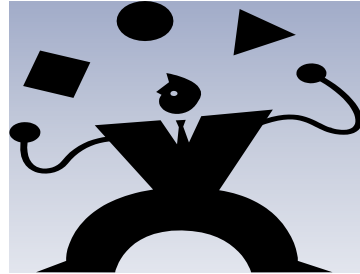
# UCLA Healthcare Nutrition Vision

**The Department of Nutrition Vision is to provide state of the art Nutrition Care to the patients of UCLA Healthcare.**

- **Care is given as part of an interdisciplinary approach to treatment using the most advanced information in the field of nutrition.**
- **State of the art systems are used to maximize quality.**



# UCLA Healthcare Top Three Priorities



- 1. Provide quality and consistency to our patients and guests.**
- 2. Help our staff succeed by giving them the support and resources they need, and invest in their training, education and overall employment.**
- 3. Reduce cost while providing the highest quality and value to our patients and guests.**

# Commitment to Sustainability

UCLA Healthcare Department of Nutrition Services is committed to meeting our mission, vision and the goals for the UCOP Policy on sustainable Practices.



# UCLA Healthcare Nutrition services

## SCOPE OF SERVICES

**Patient Services-** The Department of Nutrition provides Room Service for patients at both Ronald Reagan and Santa Monica UCLA Medical Center.

**Signature Dining** caters to patients with room service similar to an upscale hotel so that patients can order meals any time between 7 am and 7:30 pm. Visitors to patient rooms can also order room service and enjoy a meal with a loved one. Multiple menus are available depending on the patients individual needs and provide many food choices include vegetarian options and a wide selection of ethnically diverse entrees. No fried foods are included in room service and no trans fats are used in any food preparation.

# UCLA Healthcare Nutrition services

## SCOPE OF SERVICES Continue



### **Retail Operations**

Four retail operations are located on three UCLA Healthcare campuses serving faculty, staff and visitors. Retail operations process over 7,000 transactions daily with an annual sales of \$12 million. Retail operations are composed of the Ronald Reagan UCLA Medical Center Dining Commons and Café, the UCLA Center for Health Sciences Café Med and the Santa Monica UCLA Medical Center Café Med.

### **“At Your Service” Catering**

UCLA Healthcare Nutrition Services also operates “At Your Service” catering, with annual sales of \$1 million. “At Your Service” serves the Medical Center, the UCLA campus as well as off-campus events with over 6,000 events per year.

# UCLA Healthcare Nutrition Services Procurement (2010)

\$9 million in annual purchases from all food service vendors.





# UCLA Healthcare Nutrition Services Procurement (2010) continue

## Food

Category	Purchases
Meat, Poultry & Fish	\$1,372,991
Food	\$4,676,200
Dairy	\$ 432,871
Produce	\$ 963,909
Total Food	\$7,445,971

## Nonfood

Category	Purchases
Paper Supplies	\$1,443,321
Cleaning Supplies	\$ 153,164
Small Equipment & Supplies	\$ 101,259
Employee Apparel	\$ 21,476
Other Supplies	\$ 15,532
Total Non-Food	\$1,734,752



# CURRENT BEST PRACTICE

UCLA Healthcare Department of Nutrition Services has implemented many sustainable practices in the areas of Procurement, Operations, Waste Reduction, Education and External Outreach.

## Procurement

Summary of Current Sustainable Procurement Practices:

1. High percentage of locally grown produce being purchased by the department
2. High percentage of local dairy being purchased by the department
3. High percentage of Low Carbon Foot Print items are being purchased by the department.
4. Purchase of Styrofoam has been eliminated
5. High percentage of sustainable, renewable packaging and service ware products being purchased by the department.

# WASTE MANAGEMENT

## Summary of Waste Reduction Initiatives:



Complete elimination of Styrofoam usage and purchasing.



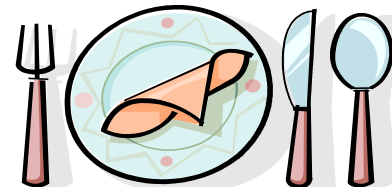
Glass, plastic and aluminum recycling



Over 90% of all disposable packaging and service ware products in the Department of Nutrition are Bagasse products.



Use china for all patients services



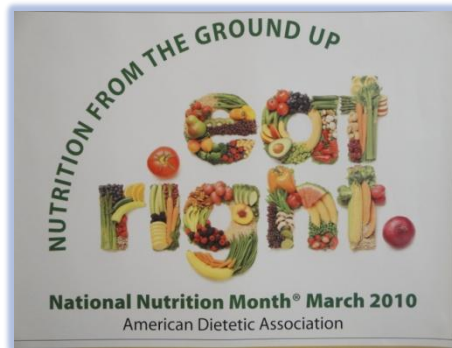
# Community, Culture and Education

## Summary of Community and Education Programs

UCLA Healthcare Department of Nutrition spearheaded a “Green Apple” program as part of the larger employee wellness initiative to help encourage patients, faculty and staff to make healthy food selections. Healthiest selections are highlighted on menus and in the cafeteria with a tiny green apple.



- ❖ No fried foods are included in the room service menu and no trans fats are used in food preparation in any area of service.
- ❖ Educational signage providing UCLA Healthy Choices information so patrons can make informed food choices.
- ❖ Nutritional information on retail food products posted on the UCLA Wellness website. Sample portion sized posted on the salad bar for salads and dressing.
- ❖ Dietetic Internship Program.
- ❖ National Nutrition Month.

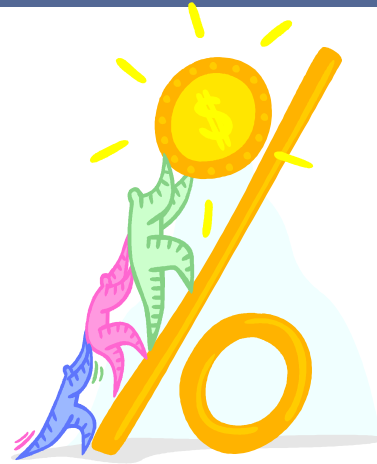


# SUSTAINABILITY GOALS

## UCLA Nutrition Services

### Procurement

### Current Status:



**UCLA Healthcare is currently purchasing 7.63% sustainable food products as defined by the UCOP Policy on Sustainable Practices.**



# Procurement Short Term Goals (0-2 years)

## UCLA Nutrition Services

- **Increase purchases of sustainable food products to 10.4% with and investment of \$46,000 to reach this goal.**
- **Identify and establish a tracking system for sustainable and non-sustainable food purchases.**
- **Create seasonal menus that increase the use of local and/or sustainable products.**

# Procurement Intermediate & Long Term Goals (2-10 years)

- Increase purchases of sustainable food products to 20%.
- Work with US Foodservice and Novation to bring in sustainable food products.
- Work with US Foodservice and Novation to create group purchasing savings for all UC Hospitals to mitigate the cost of increasing sustainable purchases.
- Reduce use of food stuffs with a large carbon footprint and increase the number of meatless menu choices.

# Operations Short Intermediate & Long Term Goals (2-10 years)

- **Increase percentage of diversion of food waste to 50%**





# Education Short Term Goals (0-2 years)

- **Implement a food waste diversion program and educational campaign.**



- **Increase participation in the UC Sustainable Foods Working Group.**



# Education Long Term Goals (0-2 years)

- **Create a labeling system to highlight sustainable choices for diners.**
- **Provide Nutritional analysis of all retail items online on the UCLA Wellness Website**



# UCLA Healthcare Department of Nutrition Sustainable Services Commitment

Nutrition Services at UCLA Healthcare are committed to meeting the mission and goals of the Presidents Policy on sustainable Practices. Our goal is to provide faculty, staff, patients and visitors with local and sustainable foods. We aim to reduce our impact on the environment by:

- **Increasing purchases of local and organic foods**
- **Reducing waste.**
- **Increasing composting and recycling.**
- **Reducing long distance transportation of foods.**
- **Increasing support for local businesses.**
- **Reducing pollution from pesticides and other chemicals**