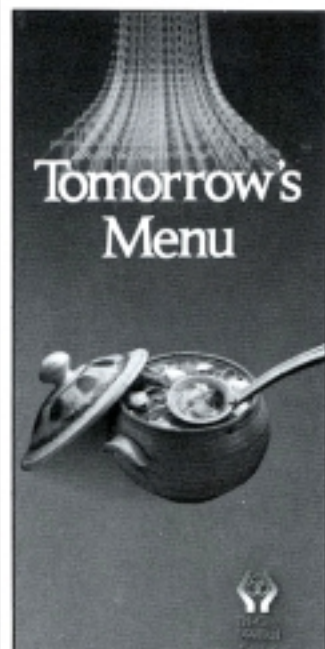


INSTITUTIONS



MENUS OF THE FUTURE . . .
. . . are today's reality at Tri-City Medical Center. Smaller and less cumbersome than traditional hospital "restaurant-style" menus, this bill of fare opens to reveal breakfast, lunch and dinner selections compatible with the patient's prescribed diet. Fewer selections allow for most items to be prepared from scratch. The menu's sleek design is eye-catching, yet each costs only 16 cents.

HEALTH CARE

Improvements Multiply at Tri-City

A new director breathes life into TCMC's ailing foodservice department.

June 1986: Tri-City Medical Center, Oceanside, Calif. Eighty-five unhappy foodservice employees and 1,600 unhappy hospital employees endure yet another month of dry, dreary "hospital" food, with no relief in sight.

August 1986: Smiling Donald C. Miller, R.D. (a.k.a. Chef Don), arrives on the scene to fill the position of district director and executive chef of food and nutrition services. The improvements he makes are immediately apparent to both hospital personnel and visitors.

Today, Don Miller continues his role as Tri-City's foodservice savior. He attributes his success to many factors. "For the first time in my career," he says, "I have everything I need to build a state-of-the-art hospital foodservice operation: a supportive administration, loyal assistant directors, a supportive foodservice team and a high patient census. Often foodservice directors are missing one of these key ingredients and their efforts are stifled."



But even with all the essential ingredients, Miller still had his work cut out for him. There had been few changes made in the 440-bed hospital's foodservice system during the past 20 years; the dreariness had become almost unbearable. "Everything was so bad that if I just walked around and smiled, I'd be a hero," he recalls.

Fortunately for Tri-City administrators, Miller's heroics went beyond his smile. He ordered new patient trays—models that kept hot food hot and cold food cold. Their elegant appearance not only made the food look more appealing, but the colors also coordinated with the room decor and menus.

The menus themselves also fell under Miller's attack. Rather than listing entree after entree, he opted for a

Enhanced presentations and a new tray system have helped improve patient morale at Tri-City.

