



New Heat on Demand systems are improving food service delivery at MAHC's hospital sites, thanks to investments by the South Muskoka Hospital Foundation and the Huntsville Hospital Auxiliary.

Making improvements to food service delivery

(February 21, 2014, Muskoka, ON) – Thanks to tremendous support from our fundraising partners, Muskoka Algonquin Healthcare has upgraded the food service delivery at both hospital sites, ensuring that patients receive a hot meal in a timely manner.

New Heat on Demand systems have been implemented with funding from the South Muskoka Hospital Foundation and the Huntsville Hospital Auxiliary.

The Heat on Demand system replaces outdated equipment that no longer meets optimal performance standards. It also uses less electricity, making it a greener option as we continue to work toward improving our energy efficiency.

“Hospital food is one area where we tend to receive feedback from patients,” explains Natalie Bubela, Chief Executive Officer. “Not only have we listened to this feedback and brought menu meal selection back to our patients, but we are also making this worthwhile investment in how patient meals are presented and brought to the bedside.”

New serving trays and thermal dishes are getting positive reviews from both patients and staff. In addition, the new meal delivery carts are ergonomically correct, lighter, and easier to manoeuvre by Food and Nutrition Services staff.

Food is prepared just in time for bedside tray service, and using conduction heating, the Heat on Demand equipment actually extends the hot temperature of the meal for up to 60 minutes, so if a patient is off getting a test done, the food will stay hot.

“With more than 50,000 meals prepared and served from the kitchen annually, this is an important investment that we are excited to support,” says Colin Miller, Executive Director of the South Muskoka Hospital Foundation.

“This is such a worthwhile project for the Auxiliary,” adds Joanne Matthews, President of the Huntsville Hospital Auxiliary. “Meal service is a big part of the patient’s hospital experience.”

Food services at MAHC are provided for admitted and ambulatory patients, Meals on Wheels clients, Auxiliaries and various catered groups.

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Muskoka Algonquin Healthcare (MAHC) is a multi-site healthcare organization providing acute care services at the Huntsville District Memorial Hospital and South Muskoka Memorial Hospital in Bracebridge. Find out more about Muskoka Algonquin Healthcare by visiting www.mahc.ca.

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