

■ INSTANT EXPERT / FSD CENSUS

Hospitals: Beyond the Patient

PATIENTS STABLE, CATERING UP

Patient meals, as a percentage of overall business, remained steady, while retail sales declined slightly and catering rose about about 1%.



AVERAGE CHECKS

The average check among **100** hospitals grew **10 cents** last year, to **\$3.71**. The breakdown:



CASHLESS TAKES HOLD

In the last year, the number of hospitals offering customers the ability to make cashless transactions has grown remarkably; last year bility. Current percentages:



HOSPITAL CENSUS HIGHLIGHTS

- The average daily census at the **100** hospitals was **375** patients.
- The average meal count for the **100** hospitals in the census was **1.22** million.
- Raw food cost shot up in 2007, rising to **\$6.39** from **\$5.47**. Operators in the survey expect food costs to rise by more than **6%** in the coming year.
- Retail sales among the hospitals in the census also rose, to an average of **\$1.98** million, from **\$1.89** million.
- **49%** of respondents says they operate a room service program, with **80%** of those offering it in all patient units.
- **33%** of operators say they are buying at least some organic food items, up from **25%** in 2006. The average percentage of items purchased that are organic is **4%**
- Vending sales rose in 2007, to an average of **\$249,699** from **\$179,345** the previous year. **84%** of operators offer vending.

MORE BUYING LOCAL

The percentage of hospitals sourcing at least some food products locally rose to **73%** from 67%. What operators are buying:



PRODUCE	63%
BAKED GOODS	55%
DAIRY	52%
MEATS/SEAFOOD	34%
OTHER	8%

PERFORMANCE REPORT FOR TOP SELF-OP HOSPITALS

HOSPITAL (location)	2007 FOOD PURCHASES	AVG. DAILY CENSUS	PER PATIENT, PER DAY RAW FOOD COST	AVG. MEAL CHECK IN CASH OPS	% patients	% cafeteria	% catering	% str., etc.	2007 MEAL COUNTS
Continuum Health Partners (New York)	\$7,900,000	1,900	\$8.15	\$2.75	44	50	4	2	4,909,176
Mount Sinai Hospital (New York)	\$4,800,000	900	\$6.50	\$5.50	70	30	0	0	1,837,500
UCLA Medical Center (Los Angeles,)	\$4,725,720	480	\$18.90	\$4.10	18	70	10	2	2,668,563
Ohio State Univ. Medical Ctr. (Columbus, Ohio)	\$4,600,000	900	\$15.50	\$3.14	47	51	2	0	2,344,371
Via Christi Regional Medical Center (Wichita, Kan.)	\$4,587,350	612	\$4.57	\$4.57	33	50	5	12	3,506,525
NYU Health Network (New York)	\$4,500,000	850	\$4.72	\$4.25	34	55	11	0	2,500,000
West Virginia Univ. Hospital (Morgantown, W.Va.)	\$4,072,000	410	\$5.50	\$3.50	20	78	2	0	2,900,000
Somma Health Systems-Akron (Akron, Ohio)	\$4,000,000	650	\$4.56	NA	50	30	20	0	4,141,491
BryanLGH Medical Center (Lincoln, Neb.)	\$3,427,377	340	\$5.85	\$3.50	25	64	10	1	1,894,845
DCH Regional Medical Center (Tuscaloosa, Ala.)	\$3,200,000	470	\$7.28	\$3.83	27	63	10	0	1,650,000
TOTALS/AVERAGES [all 50 self-ops]	\$110,426,543	414	\$7.04	\$3.72	46	44	8	1	65,592,298

PERFORMANCE REPORT FOR TOP CONTRACT HOSPITALS

HOSPITAL (location)	2007 FOOD PURCHASES	AVG. DAILY CENSUS	PER PATIENT, PER DAY RAW FOOD COST	AVG. MEAL CHECK IN CASH OPS	% patients	% cafeteria	% catering	% str., etc.	2007 MEAL COUNTS
Yale New Haven Hospital (New Haven, Conn.) SOD	\$5,627,033	656	NA	\$3.84	41	49	10	0	3,247,375
Desert Regional Med. Ctr. (Palm Springs, Calif) MOR	\$5,000,000	270	\$5.00	\$4.35	45	40	15	0	1,825,000
Carolinas Medical Center (Charlotte, N.C.) MOR	\$4,900,000	760	\$4.18	\$3.85	25	70	5	0	3,675,000
Tampa General Hospital (Tampa, Fla.) MOR	\$4,500,000	780	\$4.33	\$4.35	50	25	25	0	3,314,822
Wake Forest Univ. Med. Ctr. (Winston-Salem, N.C.) SOD	\$4,500,000	603	\$8.25	\$4.40	38	32	9	21	2,300,000
Huntsville Hospital (Huntsville, Ala.) ARA	\$4,400,000	600	\$5.50	\$4.27	24	67	7	2	2,220,000
Pinnacle Health Care System (Harrisburg, Pa.) SOD	\$3,200,000	625	N/A	\$4.00	42	57	1	0	1,500,000
Inova Fairfax Hospital (Falls Church, Va.) SOD	\$3,000,000	730	\$5.67	\$3.95	50	40	8	2	4,000,000
Medical Univ. of South Carolina (Charleston, S.C.) SOD	\$3,000,000	550	\$6.10	\$4.50	30	70	0	0	2,800,000
Richland Memorial Hospital (Columbia, S.C.) SOD	\$3,000,000	460	\$4.70	\$3.31	46	38	16	0	1,210,000
TOTALS/AVGS. [all 50 Contract]	\$95,932,562	336	\$5.72	\$3.71	44	42	10	3	56,857,066

LEGEND: ARA = ARAMARK; MOR = Morrison Mgmt. Specialists; SOD = Sodexo

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FSD HOSPITAL CENSUS / 2007

PERFORMANCE REPORT FOR TOP SELF-OP HOSPITALS									
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Continuum Health Partners (New York, NY)	\$7,900,000	1,900	\$8.15	\$2.75	44	50	4	2	4,909,176
Mount Sinai Hospital (New York, NY)	\$4,800,000	900	\$6.50	\$5.50	70	30	0	0	1,837,500
UCLA Medical Center (Los Angeles, CA)	\$4,725,720	480	\$18.90	\$4.10	18	70	10	2	2,668,563
Ohio State Univ. Medical Ctr. (Columbus, OH)	\$4,600,000	900	\$15.50	\$3.14	47	51	2	0	2,344,371
Via Christi Regional Medical Center (Wichita, KS)	\$4,587,350	612	\$4.57	\$4.57	33	50	5	12	3,506,525
NYU Health Network (New York, NY)	\$4,500,000	850	\$4.72	\$4.25	34	55	11	0	2,500,000
West Virginia Univ. Hospital (Morgantown, WV)	\$4,072,000	410	\$5.50	\$3.50	20	78	2	0	2,900,000
Somma Health Systems-Akron (Akron, OH)	\$4,000,000	650	\$4.56	NA	50	30	20	0	4,141,491
BryanLGH Medical Center (Lincoln, NE)	\$3,427,377	340	\$5.85	\$3.50	25	64	10	1	1,894,845
DCH Regional Medical Center (Tuscaloosa, AL)	\$3,200,000	470	\$7.28	\$3.83	27	63	10	0	1,650,000
Univ. of Washington Medical Center (Seattle, WA)	\$3,162,000	332	\$3.64	\$3.91	22	66	12	0	1,734,000
Jewish Home & Hospital (Bronx, NY)	\$3,210,000	816	\$6.04	NA	70	20	10	0	1,500,000
Laguna Honda Hospital (San Francisco, CA)	\$3,100,000	970	\$6.30	\$3.50	90	8	2	0	1,300,000
Herman Memorial Hospital (Houston, TX)	\$3,000,000	600	\$4.00	\$3.75	50	50	0	0	1,000,000
Allegheny General Hospital (Pittsburg, PA)	\$2,700,000	452	\$4.56	\$2.70	30	60	10	0	2,190,000
North Mississippi Medical Ctr. (Tupelo, MS)	\$2,300,000	325	\$4.75	\$3.75	47	43	10	0	1,750,000
Univ. of North Carolina Hospital (Chapel Hill, NC)	\$2,276,400	690	\$6.43	\$3.89	75	15	10	0	1,250,000
Christ Hospital (Cincinnati, OH)	\$2,100,000	325	\$20.34	\$3.26	50	45	5	0	550,000
MeritCare Hospital (Fargo, ND)	\$2,100,000	365	\$4.80	\$5.00	30	55	10	5	1,177,000
Connecticut Valley Hospital (Middletown, CT)	\$2,000,000	580	\$7.54	NA	70	10	20	0	900,000
Tinley Park Med. Health (Tinley Park, IL)	\$2,000,000	800	\$4.83	NA	100	0	0	0	1,100,000
Deconess Hospital (Evansville, IN)	\$1,900,000	325	NA	\$3.20	50	35	12	3	1,026,947
Virginia Mason Medical Ct.r (Seattle, WA)	\$1,700,000	230	NA	\$5.36	40	50	10	0	1,002,000
Bloomington Hospital (Bloomington, IN)	\$1,600,000	200	\$7.25	\$4.00	30	55	10	5	824,300
Southwest General Health Ctr. (Middleburg, OH)	\$1,560,907	226	\$5.37	\$2.77	51	38	11	0	894,930
Baptist Medical Center (San Antonio, TX)	\$1,560,000	380	\$6.05	NA	56	40	2	2	850,000
Providence Alaska Medical Ctr. (Anchorage, AK)	\$1,550,000	264	\$6.28	\$3.88	33	60	7	0	690,000
Bethesda Memorial Hospital (Boynton Beach, FL)	\$1,500,000	310	\$12.15	\$3.50	45	45	5	5	900,000
Holy Cross Hospital (Ft. Lauderdale, FL)	\$1,500,000	300	NA	\$3.70	30	60	10	0	1,100,000
Providence St, Peters Hospital (Olympia,WA)	\$1,500,000	220	\$7.05	\$3.58	27	60	13	0	810,000
Rapid City Regional Hospital (Rapid City, SD)	\$1,500,000	290	\$5.00	\$4.75	33	55	12	0	2,400,000
St. Mary's Hospital (Salt Lake City, UT)	\$1,500,000	146	\$9.00	\$3.25	60	30	10	0	292,000
Rochester General Hospital (Rochester, NY)	\$1,500,000	540	\$2.40	\$3.33	40	50	5	5	1,850,000
Central Mississippi Medical Ctr. (Jackson, MS)	\$1,400,000	190	\$4.30	\$4.30	40	45	15	0	620,000
Fairview Development Center (Costa Mesa, CA)	\$1,400,000	560	\$7.10	NA	100	0	0	0	585,000
Grand Str. & Regional Med. Ctr. (Myrtle Beach, SC)	\$1,300,000	188	\$5.00	\$2.81	45	35	20	0	654,000
Greenwich Hospital (Greenwich, CT)	\$1,300,000	140	\$9.66	\$3.91	30	55	15	0	574,488
Waukesha Memorial Hospital (Waukesha, WI)	\$1,300,000	240	\$5.76	\$4.20	28	67	5	0	990,000
John Mather Memorial Hospital (Port Jefferson, NY)	\$1,223,800	226	\$5.85	\$2.50	50	42	0	8	617,883
Altru Health Systems (Grand Forks, ND)	\$1,204,763	226	\$4.84	\$3.00	50	40	10	0	631,876
Audie L. Murphy Memorial Hospital (San Antonio, TX)	\$1,200,000	240	\$5.25	NA	95	0	0	5	500,000
Overlake Hospital Medical Ctr. (Bellevue, WA)	\$1,200,000	180	\$6.60	\$3.40	25	70	5	0	930,000
Resurrection Medical Center (Chicago, IL)	\$1,200,000	330	\$7.30	\$3.65	22	63	15	0	1,110,000
Catholic Medical Center (Manchester, NH)	\$1,000,000	95	\$20.00	\$2.00	35	60	5	0	702,700
Iredell Memorial Hospital (Statesville, NC)	\$1,000,000	148	NA	\$2.60	48	42	10	0	365,000
Newport Hospital (Newport, RI)	\$700,000	95	\$5.72	\$5.50	35	60	5	0	325,000
Clay County Medical Center (West Point, MS)	\$650,000	50	\$5.00	\$5.00	55	35	10	0	220,000
Shands Alachua General Hospital (Gainesville, FL)	\$600,000	185	\$3.70	\$3.25	40	50	5	5	700,000
Central Alabama Veterans Ctr. (Montgomery, AL)	\$572,226	365	\$5.25	NA	95	0	0	5	387,703
Beloit Memorial Hospital (Beloit, WI)	\$544,000	68	\$7.04	\$3.77	30	60	10	0	235,000
TOTALS/AVGS.	\$110,426,543	414	\$7.04	\$3.72	46	44	8	1	65,592,298

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Desert Regional Med. Ctr. (Palm Springs, CA) MOR	\$5,000,000	270	\$5.00	\$4.35	45	40	15	0	1,825,000
Carolinas Medical Center (Charlotte, NC) MOR	\$4,900,000	760	\$4.18	\$3.85	25	70	5	0	3,675,000
Tampa General Hospital (Tampa, FL) MOR	\$4,500,000	780	\$4.33	\$4.35	50	25	25	0	3,314,822
Wake Forest Univ. Med. Ctr. (Winston-Salem, NC) SOD	\$4,500,000	603	\$8.25	\$4.40	38	32	9	21	2,300,000
Huntsville Hospital (Huntsville, AL) ARA	\$4,400,000	600	\$5.50	\$4.27	24	67	7	2	2,220,000
Pinnacle Health Care System (Harrisburg, PA) SOD	\$3,200,000	625	N/A	\$4.00	42	57	1	0	1,500,000
Inova Fairfax Hospital (Falls Church, VA) SOD	\$3,000,000	730	\$5.67	\$3.95	50	40	8	2	4,000,000
Med. Univ. of South Carolina (Charleston, SC) SOD	\$3,000,000	550	\$6.10	\$4.50	30	70	0	0	2,800,000
Richland Memorial Hospital (Columbia, SC) SOD	\$3,000,000	460	\$4.70	\$3.31	46	38	16	0	1,210,000
St. Francis Hospital (Indianapolis, IL) SOD	\$3,000,000	450	\$4.95	\$3.40	39	55	6	0	307,000
Jersey Shore Medical Center (Neptune, NJ) MOR	\$2,730,109	505	\$4.86	\$2.70	60	40	0	0	905,202
Cedars-Sinai Medical Center (Los Angeles, CA) SOD	\$2,671,000	756	\$9.68	NA	98	0	0	2	905,990
Provena - St. Joseph Medical Ctr. (Joleil, IL) SOD	\$2,500,000	360	\$6.90	\$3.70	35	45	20	0	1,200,000
Univ. of Tennessee Medical Ctr. (Knoxville, TN) MOR	\$2,415,000	390	\$5.88	\$4.30	28	64	8	0	1,365,000
Christian Hospital (St. Louis, MO) MOR	\$2,400,000	245	\$6.80	\$4.40	50	30	15	5	1,100,000
Stormont Vail Regional Med. Ctr. (Topeka, KS) SOD	\$2,300,000	230	\$4.50	\$2.98	35	35	5	25	2,200,000
San Joaquin General Hosp. (French Camp, CA) ARA	\$2,200,000	120	\$5.88	\$3.85	10	24	10	56	1,144,000
CAMC Memorial Hospital (Charleston, WV) MOR	\$2,000,000	325	\$5.34	\$3.30	60	35	5	0	420,000
Lawrence Memorial Hospital (Medford, MA) SOD	\$2,000,000	100	\$6.00	NA	60	28	2	10	500,000
Florida State Hospital (Chattahoochee, FL) MOR	\$1,820,000	1,120	\$4.50	\$1.50	93	6	1	0	1,300,000
Baylor Medical Center (Irving, TX) ARA	\$1,800,000	205	\$3.90	\$2.50	80	20	0	0	210,000
South Miami Hospital (Miami, FL) SOD	\$1,800,000	280	\$4.25	NA	22	73	5	0	1,900,000
USI Medical Center (Orange, CA) SOD	\$1,800,000	295	\$4.17	\$3.62	30	60	10	0	725,000
Univ. of California Irvine Med. Ctr. (Orange, CA) SOD	\$1,600,000	289	\$3.39	\$3.89	12	48	40	0	1,060,000
Western Baptist (Paducah, KY) MOR	\$1,600,000	225	\$5.97	\$5.85	40	50	10	0	1,152,000
Jackson Memorial Hospital (Miami, FL) MOR	\$1,500,000	890	\$4.75	\$4.25	75	25	0	0	2,000,000
Champlain Valley Physicians Hosp. (Plattsburgh, NY) ARA	\$1,400,000	273	\$9.30	\$3.03	55	40	5	0	550,000
CMC - Mercy Hospital (Charlotte, NC) MOR	\$1,400,000	180	\$12.00	\$3.40	40	40	20	0	400,000
Memorial Medical Center (Savannah, GA) SOD	\$1,400,000	482	\$4.75	\$3.50	42	56	2	0	1,300,000
St. Vincent's Health Care (Billings, MT) ARA	\$1,400,000	196	\$7.52	\$3.82	44	50	6	0	907,000
Aventura Hospital (Aventura, FL) SOD	\$1,300,000	320	\$5.25	\$3.50	45	55	0	0	850,000
Samaritan Hospital (Troy, NY) MOR	\$1,250,000	160	\$5.40	\$3.45	40	40	20	0	515,000
St. Alfonsas Regional Medical Ctr. (Boise, ID) TCM	\$1,200,000	280	\$4.80	\$4.16	40	30	25	5	1,400,000
Mountainview Hospital (Las Vegas, NV) SOD	\$1,100,000	185	\$9.47	\$5.20	60	40	0	0	172,370
Northern Illinois Medical Center (McHenry, IL) SOD	\$900,000	150	\$7.50	\$2.50	40	49	10	1	500,000
Sacred Heart Hospital (Allentown, PA) SOD	\$825,000	145	\$5.45	\$3.75	30	60	10	0	210,000
Lawrence General Hospital (Lawrence, MA) ARA	\$735,000	135	\$8.15	\$3.25	40	50	10	0	250,000
Cullman Regional Medical Ctr. (Cullman, AL) MOR	\$723,805	76	\$4.72	\$4.08	20	60	20	0	553,000
Emerson Hospital (Concord, MA) SOD	\$675,000	125	\$5.25	\$3.50	50	35	15	0	500,000
Desert Springs Hospital (Las Vegas, NV) SOD	\$646,000	160	\$4.88	\$4.25	38	58	4	0	381,000
Skyline Medical Center (Nashville, TN) SOD	\$640,000	134	N/A	\$4.00	20	75	5	0	610,000
Bay Health Medical Center (Dover, DE) SOD	\$500,000	150	\$4.65	\$3.50	25	50	25	0	950,000
St. Clare's Hospital (Lakewood, WA) TCM	\$500,000	108	\$4.02	\$3.55	30	15	40	15	580,000
Sharon Hospital (Sharon, CT) ARA	\$450,000	36	\$4.92	\$3.28	29	69	2	0	130,000
Heart Hosp. of New Mexico (Albuquerque, NM) SOD	\$392,000	42	\$4.23	\$2.40	18	31	31	20	282,307
University Specialty Hospital (Baltimore, MD) ARA	\$338,000	150	\$5.50	\$2.88	80	15	5	0	340,000
Baptist Lutheran Medical Ctr. (Kansas City, MO) MOR	\$325,000	220	\$5.00	\$3.89	60	30	10	0	618,000
Univ. of Mass. Mem. Health Alliance (Ledminster, MA) MOR	\$290,000	120	\$4.95	\$4.75	51	44	5	0	204,000
Gracie Square Hospital (New York, NY) ARA	\$279,615	156	\$5.78	NA	100	0	0	0	168,000
TOTALS/AVGS.	\$95,932,562	336	\$5.72	\$3.71	44	42	10	3	56,857,066

LEGEND: NC = no change; ARA = ARAMARK; GDS = Gourmet Dining Svcs.; MOR = Morrison Mgmt. Specialists; SOD = Sodexho Marriott Svcs
TCM = Thomas Cuisine Management