Case History

As a multi-services partner with Straub Hospital since 1998, Sodexo continues to provide Food and Nutrition Services, Environmental Services and Operations & Maintenance for this important Hawaii Pacific Health System hospital.

Food and Nutrition Services Highlights

- The Food and Nutrition Services Department at Straub Clinic and Hospital serves over 490,000 meals per year to patients, employees and families on campus to visit loved ones. Patients enjoy ordering their meals from the hospitality trained food service hosts/hostesses. The department has a state-of-the-art À la Carte food system that allows all patient meals to be served at optimal temperatures throughout the busy meal service times.

- In addition to inpatient meal service, the Food and Nutrition Services team at Straub Clinic and Hospital prepares daily meals for over 60 homebound seniors as part of Straub Clinic and Hospital’s commitment to community outreach for residents of the Honolulu area.

- The department has 29 FTEs with the majority of the team having served the department and the hospital for more than ten years.

- Sodexo General Manager, Stephanie Mizuno, has led the Sodexo team at Straub Hospital since 2001, and Sodexo Clinical Nutrition Manager, Allison Tomomitsu, RD, CNSD, has directed both clinical and inpatient nutrition services programs at the Hospital since 1998.

- The New Patient Meal Orientation program has proven a big success and allows patients and their families to order comforting, diet-appropriate meals as soon as possible after admission.

Innovative Clinical Nutrition Services Programs

A full-service Sodexo clinical nutrition program is in place, directed by Allison Tomomitsu.

Under Allison’s direction, the clinical nutrition team:

- Works closely with doctors to ensure that patients benefit from medical nutrition therapy throughout their hospitalization.

- Participates in medical meetings and patient rounds to facilitate optimal and timely care.

- Supports the hospital’s commitment to professional education for future practitioners by precepting dietetic interns who have graduated from the University of Hawaii and other mainland baccalaureate dietetics programs.

- Maintains and manages all clinical nutrition systems to guarantee readiness for all regulatory and accrediting agencies.

Art Gladstone, Chief Operating Officer, has gladly accepted the invitation to be a regular keynote speaker at the Sodexo CARES hospitality training sessions. His passion for the patients is evident as he eloquently states:

“We see Sodexo as more than just our partner; Sodexo is an integral part of the hospital and directly impacts patient satisfaction.

At the end of the day, it’s not about the scores. It’s about creating an environment for our patients so that they want to do better for themselves so they can be released quicker, get back to work faster and be with their families. Anything we can do to make the patient comfortable is our goal. Sodexo employees at Straub have exceeded my expectations in helping us reach this goal. Thank you for all that you do.”

Sodexo’s commitment to people, service, value, growth and innovation are well suited to the direction Straub Clinic and Hospital leaders are taking in the twenty-first century.

Clearly, the Sodexo Food and Nutrition Services team is making every day a better day for the patients and employees at Straub Clinic and Hospital.