

THIS ISSUE'S TRENDS-SETTER

Vito A. Mui

Director, Food and Nutrition Services Pascack Valley Hospital



Vito Mui has had a busy few years at Pascack Valley Hospital. He began at this 291 bed facility three years ago, and since then, has been busy modernizing the department. The department includes an employee café, an 80 seat coffee shop, and he and his staff have implemented many changes to the menu and service in both the patient and retail areas.

Their most recent innovation has been to install CBORD's Bedside Menu Entry system. This system allows diet assistants to take orders from patients at the bedside and enter their selections into a hand-held device. "Training is very important," said Vito, "the staff needs to lead the patient through the menu, emphasizing the special entrée of the day, which is bundled with the side dishes."

It is also important to find staff with great customer service skills. "Our courtesy scores have really shot up since we started BME", he related. He also reports that his overall Press Ganey scores have increased by over a point to 81.4, or the 90th percentile on the last survey.

This is not the first time Vito has overseen the implementation of BME. Prior to coming to Pascack Valley,

he oversaw the Food and Nutrition Services department of the Liberty Healthcare System, where they also used BME. In his position at Liberty, Vito had the difficult job of integrating three facilities, Jersey City Medical Center, Meadowlands Hospital and Greenville Hospital into a cohesive, cook-chill operation with centralized distribution. Although it was a huge challenge, he is very proud of his accomplishments at Liberty Healthcare. "I really feel I made a difference there and affected a lot of positive changes," he said.

Vito has had a varied career in healthcare food service. He started with a degree in nutrition and went to work for Saga in healthcare food service. He then went on to work with Aladdin Temp-Rite as a cook-chill operations specialist, skills he then used at Liberty Healthcare.

Vito has also been very involved in ASHFSA both at the Chapter and National level. He has been on the board of GNJSHFSA serving on the board in a variety of roles including President. He has also served on several national ASHFSA committees.

Vito is a devoted family-man who enjoys spending time with his wife, Rosina and two daughters, Melissa and Lauren ages 15 and 12. He is grateful for their support.