

The sheets are wrinkled, discolored, stains are visible, rips are visible, bed is not made

The sheets have a few stains, one rip, bed has been straightened

The sheets are white, laundered, bed has been made

The sheets are bleached white, smell fresh, ironed, tucked in tightly at all corners, no stains or rips

Food has been sitting for several hours before being served, patient food choices or allergies are not considered, small quantities of canned and pre-packaged food is served

Pre-packaged packaged food, all food is room temperature, meal prepared an hour before being served, the patient has one menu choice

Some fruit and vegetables, food is served at appropriate temperature, meal is served within an hour of being prepared, some choices are available, jello is provided for dessert

Vegetables and fruit are fresh, appropriate temperature is steaming hot or ice cold, meal is served immediately after being prepared, the patient is given a choice of several menus, dessert and a fresh flower is on the tray