

DUKE RALEIGH HOSPITAL
RALEIGH, NC



Duke Raleigh Hospital invested in their campus with the addition of a new bed tower, increasing patient beds and relocating food production kitchen and retail dining facilities to allow for further expansion.

Looking to revitalize the dining experience, the goal was to infuse more scratch cooking and patient room service into the mix while providing made-to-order fresh and healthy menu items in retail spaces. Superior interior design and merchandising will be used to ensure an optimal atmosphere for all diners.

With limited space on the first floor, a creative usage of two floors was devised to accommodate departmental needs; production kitchen and patient services were placed below while retail dining took residence above. A dedicated elevator connected these spaces with support areas and a dishroom offered for those utilizing the upper-level offerings.

Details

Opening Date: July 2021
Equipment Cost: \$2,410,000

Kitchen Size: 8,606 SF
Dining Room Size: 1,393 SF
Retail Size: 4,817 SF

Scope

New production kitchen and retail for 250 bed acute care hospital

Although the existing room service layout was inefficient, the foodservice team had adapted to it and wanted to replicate it in the new kitchen. After multiple thoughtful design work sessions, the foodservice team was able to identify a more efficient room service layout for their new kitchen - one that still replicated how they had been working in the existing space.

To ensure minimal duct cleaning was required, the hospital's design team took a comprehensive look at all cost/benefit options for exhaust hoods - from low volume to water-wash systems to UV lights. After meticulous examination of these solutions, a new system was tailored for their specific needs and situated above the lobby.

The updated kitchen boosts productivity and quality, taking meal volumes to the next level. With an improved retail serving area offering a broader selection of freshly prepared options with optimized customer traffic flows, sales and speed of service now meet the highest standards.