

From \$6.7M to \$12.1M: California Hospital Café Revenue Grows Over Three Years

How A REAL Food Café Program Helped Nearly Double Revenue While Improving Experience and Retention

FRESNO, CA, UNITED STATES, March 4, 2026 /EINPresswire.com/ -- In a healthcare environment where foodservice is often viewed as a cost center, one California hospital system is proving that a different approach can drive both performance and experience. Through a partnership with [Thomas Cuisine](#), [Community Health System](#) grew café/retail revenue from \$6,752,133 (FY22) to \$12,092,154 (FY25) — nearly doubling in three years while café experience increased from 77.9% (FY22) to 88.1% (FY25).

Source: Financial and operational performance data provided by Thomas Cuisine and Community Health System internal reporting (FY22–FY25).

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Alison Patt, President and CEO of Thomas Cuisine



Since 2020, Thomas Cuisine and Community Health System have treated the café as part of the hospital experience. The goal has been simple: make REAL food convenient for staff, visitors, and the surrounding community. The growth reflects higher participation rather than price increases, with more people choosing the café instead of leaving campus for offsite fast food. As café participation rises, that retail revenue stays within the

hospital system to help offset foodservice operating costs and sustain a stronger dining program for everyone on campus.

The difference showed up in patient and caregiver feedback as well. One parent wrote on Facebook: “My youngest was in the NICU there for several weeks and the only upside to that was

the food! Hands down the best hospital food and I've given birth at 3 different hospitals and visited several more."

The partnership also prioritized workforce stability in a space known for churn. While annual turnover in the foodservice industry can reach 150%,

Thomas Cuisine's team supporting

Community Health System reported only 24% annual turnover in FY25, with monthly turnover holding steady at 2-3% from June through November 2025.



"We're proud of the partnership we've built with Community Health System," said Alison Patt, President and CEO of Thomas Cuisine. "When you align on standards and stay focused on the people you serve, participation grows and the program becomes stronger for everyone on campus."

As Thomas Cuisine expands across California, the Community Health System partnership offers a clear example of the impact hospitals can achieve when food is treated with the same intention as care.

About Thomas Cuisine

Founded in 1986 by Thad Thomas, Thomas Cuisine is a privately-held foodservice management company on a mission to provide REAL food and genuine service. Their services extend to corporations, healthcare providers, independent schools, and senior living communities nationwide. Their team of culinarians, dietitians, and foodservice leaders focus on thoughtful sourcing, quality ingredients, and nourishing meals to make a REAL food difference.

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