LEADING THE WAY WITH IMPROVED FOOD SATISFACTION
HOW IMPROVED FOOD SATISFACTION CAN HELP YOU

✦ Better clinical outcomes and survey results
✦ Improved census and demand for admissions
✦ Happier, healthier clients with a better quality of life and fewer food complaints
The elderly are at risk for weight loss, malnutrition, dehydration and skin breakdown!
HAPPIER, HEALTHIER CLIENTS

- Clients eat better when they can choose what to eat, where and when to eat, and with whom they will eat.
- Clients with the freedom to choose have better intakes, less weight loss and an improved quality of life.
New standards call for more choice.

Clients who eat poorly and lose weight are a survey risk.

More choices can reduce this risk.
CULTURAL DINING AND LIBERALIZED DIETS

- Allowing the clients to decide
  - With whom they will eat
  - What they will eat
  - When they will eat
  - Where they will eat
WHAT WE KNOW!!

- The word gets out! Good food and lots of choices increase census!
FOOD IS YOUR MOST EFFECTIVE AND LEAST EXPENSIVE MARKETING TOOL!
The times they are a-changin'!
Get on board now or you'll be left behind!!
BUT CAN I AFFORD IT???

YOU CAN’T AFFORD NOT TO!
BUT WHERE DO I START??

At the beginning!!!
Start small!
You will need a master plan eventually
But identify small changes you can implement right now without much cost.
Liberalize all diets to the extent possible.
Implement a diet liberalization policy and provide training for nursing.
I ♥ SALT

I ♥ Sugar
WE WANT TO SAVE MONEY, REDUCE LABOR AND FOOD WASTE AND MAKE THE CLIENTS HAPPY
SAY GOODBYE TO THE TRADITIONAL TRAYLINE
Tray Service Generates More Food Waste in Dining Areas of a Continuing–Care Retirement Community

START A BREAKFAST BUFFET

- Use on a weekend day, such as Sunday
- Serve buffet style for extended period of time to allow all clients to enjoy
- Use hot and cold items so all can enjoy
CEREAL CART
6 COLD CEREALS + 1 HOT CEREAL + BANANAS OFFERED DAILY = VARIETY!
START A DESSERT CART

- Takes only a cart and staff to roll through the facility after meals
- Helps use up leftovers
- Also use simple desserts with added “sparkle” for eye appeal
  - Chocolate pudding with whipped topping and crushed Oreos
  - No-cook Jell-O pudding pies with whipped topping
  - Chocolate chip cookies drizzled with chocolate syrup
SOUP BAR OR CART

- Takes only a soup tureen and staff to circulate through facility prior to meal
- Can offer house soup and soup du jour
ICE CREAM BAR

- Can be part of Activities
- Roll cart through facility with staff dressed as ice cream vendors
- Play music like the “old-time” ice cream trucks and ring bell
- Serve sundaes, ice cream cones or ice cream bars
- Can do once a month or weekly on a specific day
“TAKE THE FOOD ON THE ROAD” to the Dining Areas. Saves $ and labor, reduces waste, retains temperatures and improves service.
MOBILE CART SERVICE

- Compact (32” wide)
- Easy to move through or around dining room
- Move to the clients to give them a chance to “self-determine”
- More info: www.hotfoodcart.com
This facility removed their stationary steam table in their kitchen, and replaced it with 2 mobile carts for their 75 person dining room...(No pass-thru used now)
ONE SIDE OF THE CART = 1 FULL SIZE INSERT (PUREE, MINCED, CHOPPED, REGULAR)
HOW MANY BEVERAGE ITEMS DO YOU SERVE EACH DAY? ARE YOU WASTING MONEY?
MOBILE FOOD SERVICE AND BEVERAGE, CEREAL AND SOUP CARTS INCREASE CLIENTS’ CHOICE, CUSTOMER AND STAFF INTERACTION AND SATISFACTION FOR ALL WHILE REDUCING WASTE AND COSTS!
THEME DAYS

- Mexican Day
- Italian Day
- Chocolate Day
- Fourth of July cook-out and other holiday meals
- Grandparents’ Day
- Or have clients choose one meal each month
- Limited cost if decided in advance, since food has to be purchased anyway
- The smell of cookies or bread baking stimulates appetite
- Clients can participate as part of Activities
- Can be used as part of “always available” snacks, bread at meals and on the dessert cart
ANY COMBINATION OF THESE CAN BE IMPLEMENTED WITH VERY LITTLE EFFORT. MOST OF THEM INVOLVE SIMPLY A CHANGE IN THE PURCHASES FOR THE WEEK.
CAN YOU THINK OF OTHERS??
To commit to a total improvement in the dining experience, you will need a long-term plan.

This plan can be developed while simple changes are being put in place.

The plan can be developed one part at a time as a “phased-in” plan.

All staff need to be committed and to have input for buy-in.
IDENTIFY WHAT YOUR CLIENTS NEED AND WANT!

TOP FIVE

1. Choice – *I’d like more choice in foods, eating locations, table mates and eating times.*

2. Proper temperature and portion size – *My food is always cold and they give me too much (not enough).*

3. Dignity, respect in communication – *They tell me what to do and they talk to me like a 10-year old.*

4. Talk to me even if I seem confused – *They don’t bother to talk to me. They say I won’t understand, but I do.*

5. Listen and consider feedback – *They don’t care what I have to say or what I want.*
ONCE YOU KNOW WHAT THE CLIENTS WANT…

- Decide on the overall plan
- What are the essentials?
  - A general menu that meets the clients’ cultural and food preferences and your budget
  - Alternates, short order items and “always available” items
  - Policy on liberalizing diets
  - List out the “who, what, when, where and how” of meal service
- Now you are ready to begin!
KEY CONCEPTS OF DINING

- Concept of “home” – food is available any time
- Flexible and personalized meal times
- Innovative styles of food service
- Theme Days
- Ethnic Meals
- Choices
Develop a committee to analyze implementation: RD, CDM, Chef, CNAs, DON, Administrator, Executive Director, Activities, Social Services
DECIDE WHAT TYPES OF SERVICE YOU WILL PROVIDE

- Select menu is a must
- Restaurant Style
- Family style
- Buffet for specific meals
- Short order, deli-style
- Flexible meals
  - Continental breakfast 6:30–10:00 am for “sleep-ins”.
  - Sandwich and Soup for lunch 11:00–1:00pm
WHERE WILL YOU SERVE?

- Main dining room
- Café-style in Activities or other areas
- Short-order cart or buffet table
- Continental breakfast on unit dining rooms
- Direct style mobile dining on the units
- Room service
Direct dining is best in the main dining room
- Orders are taken at table
- Plate is served when order is submitted and brought directly to table – no pre-plated dishes with saran wrap or lids
- Beverages and soups are served table side – no pre-poured beverages
- Carts for beverages, cereals, soups and desserts help enhance the direct dining service
WHAT ELSE WILL YOU OFFER?

- **Beverage Cart??** How many beverages?
- **Cereal Cart??** How many types of cereal?
- **Soup Cart??** Soup du jour and standard soup
- **Dessert Cart??** How many desserts?
Focus on service
Role play with staff

Guidelines:
- Use eye contact and address diners by name
- Give them options and listen to their choice
- Talk to them directly, not just reading from menu
- Serve on left, remove from the right
- Wear clean aprons with name tags
- Talk to diners
- Be enthusiastic and respectful
- Be courteous
MAKE IT HOMELIKE!

- No hairnets in dining area
- No gloves unless infection or cuts are present; staff should wash hands and avoid touching food
- All staff to wear clean aprons and smile!!!
- No rushing – allow plenty of time for socialization
- Don’t clear too early, but do clear before serving the next course
- You can implement any and all of these ideas for little effort and little cost.
- Use these ideas to let your imagination run wild.
- You can surely think of other things you can do with ease.
- Remember that the sight of attractive food and the smell of delicious aromas are both appetite stimulants and can help increase your clients’ appetites.
QUESTIONS, COMMENTS OR NEED MORE INFORMATION?

- Janet S. McKee, MS, RDN, CSG, LD/N, DAPWCA
  - Nutritious Lifestyles
  - 918 Lucerne Terrace
  - Orlando, Florida
  - 407-894-1444
  - E-mail: janetrd@nutritiouslifestyles.com