

## Reducing Dietary Deficiencies by Making Best Practices Your Main Ingredient



2201 K Street, Sacramento, CA 95816

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- What if we told you there was a way to reduce the stress of a survey in your facility?
- What if there was a resource that was created to specifically reduce the # 1 deficiency skilled nursing facilities face during survey....
- Would you be interested in a tool so powerful that it is now included in all new surveyor training?

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## Dietary Services Project

The Dietary Services Project is a grant-funded program awarded to the California Association of Health Facilities (CAHF) by the California Department of Public Health (CDPH) to improve the safety and quality of dietary services in California's skilled nursing facilities.

The project incorporates an advisory panel of registered dietitians, food service managers and supervisors, and other long-term care consultants who will advise on the best approach and topics to cover in educational materials, based on an analysis of F-tags (deficiencies from the past three years of facility surveys by CMS).

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## F-Tag Review

- Review of 3 years' worth of F-Tags (4880)
- Focus on F-371 (new #812, #813) Tag  
Food Procure, Store/Prepare/Serve - Sanitary
- Analysis of data collected
- Created topics for videos and supplementary materials based on findings

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## What's Been Cooking in Your Kitchen?



- F 800
- F 801
- F 802
- F 803
- F 804
- F 805
- F 806, 807
- F 808
- F 809
- F810
- F 812, 813
- F 814

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## F-Tags by Region

- The most frequently cited F-tag across all regions of the state (North, Central, and South):  
**F 812-813 Food Safety**  
Procurement/Storage/Preparation/Serve - Sanitary
- Other most frequently cited F-tags:  
**F 804**  
Food and drink that is palatable, attractive, and at a safe and appetizing temperature
- F 803**  
Develop reasonable and good faith efforts to develop menus based on resident requests

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## Scope & Severity

by Facility Size

Facility Bed Size	Up to 59	60-99	100-149	150+
Average F-Tags Per Facility	3.53	4.08	4.18	4.51

➤ On average, smaller facilities have less F-tags

➤ A majority of tags were categorized as D, E, and F in Scope and Severity – no actual harm with potential for more than minimal harm.

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## Scope & Severity Grid

Immediate Jeopardy to Resident Health or Safety	J	K	L
- Actual harm - No immediate jeopardy	G	H	I
- No actual harm - Potential for more than minimal harm - No immediate jeopardy	D	E	F
- No actual harm - Potential for minimal harm	A No Remedies No POC	B	C
	ISOLATED	PATTERN	WIDESPREAD

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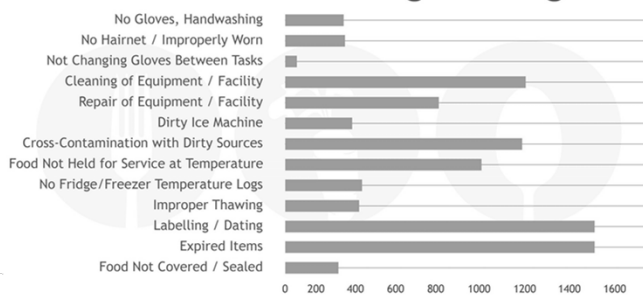
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## Most Common F-Tag Findings




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## The Dietary Services Toolkit is the solution to improving survey results!




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## Meet Our 10 Beta Test Site Facilities

- Sierra View Home Community
- River Valley Care Center
- Seton Medical Center
- Napa Valley Care Center
- La Mariposa Skilled Nursing
- Avalon Care Center
- San Joaquin Nursing & Rehab
- French Park Care Center
- Santa Teresita
- West Anaheim Extended Care

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## Additional 40 Beta Sites Across California

- Sonoma
- Napa
- Solano
- Contra Costa
- Alameda
- San Mateo
- Santa Clara
- San Luis Obispo
- Orange
- San Diego
- Butte
- Sutter
- Sacramento
- San Joaquin
- Fresno
- San Bernardino
- Riverside




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## Reviews from Test Site Participants

- "What a great tool to use in the Dietary Department!"
- "Love it!"
- "I like how short the videos are, but how informative they are!"
- "My staff has learned a lot from watching the videos."
- "I enjoy having the staff continuously educated and then executing what they learn in daily work production."
- "What a wonderful tool to use for best practices in the kitchen."

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## Reviews from Test Site Participants

- "I love that it is dietary specific, so many useful tools to use to better my department!"
- "I love that my staff like the videos and Toolkit."
- "I like that there is a section for the Administrator to come and do a monthly walk-thru."
- "The videos can be used over and over again, I can show them every month!"
- "I enjoy the opportunity to educate my new hires before they start training in the kitchen."

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## Frequently Asked Questions

- How do I get a Dietary Service Toolkit?  
If you work in a SNF in California, one was sent to your facility.
- I did not receive a Dietary Service Toolkit.  
If you feel your facility did not receive a Dietary Service Toolkit, please contact the Program Manager, Carmen, so she can provide you with shipping confirmation information.
- My video skips when I play it; what can I do?  
If your DVD does not operate properly, you can send it back to CAHF for a replacement. You can also utilize the video links on the Dietary Services webpage at [www.cahf.org/dietary](http://www.cahf.org/dietary)

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## Frequently Asked Questions

- How do I use the Dietary Toolkit that was sent to me?  
The Toolkit is for you to use in any situation best suited for your department. Each department has different needs, and the Table of Contents should be able to guide you in the right direction. Make copies of the formats, or use the website to edit according to your facility.
- How do I get my administrator to get involved?  
The Dietary Toolkit was designed to reduce deficiencies in California. The participation of an administrator is ideal, and in the Dietary Service Toolkit, you'll be able to find the Administrator's Monthly Inspection Checklist. If there are any questions or concerns about the material, please contact Carmen O'Connell at [coconnell@cahf.org](mailto:coconnell@cahf.org)

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## What's Next?

- Additional webinars coming soon
- Development of the two Northern California conferences
- Continue with site visits for the Beta Test facilities
- Obtain copies of Statement of Deficiencies and Plan of Correction (SNF 2567's) on a continuing basis to identify changes in deficiency patterns from 50 volunteer facilities and any other facilities with completed surveys prior to the end of the project
- Query of SNF's as to whether they have used training and self-evaluation materials
- Analysis of data and summary of findings

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## Dietary Services Toolkit

### Main Ingredients

The toolkit includes:

- Eight Educational Videos
- Checklists
- Logs
- Miscellaneous Forms
- Signs and Posters
- Additional Resources



[www.cahf.org/dietary](http://www.cahf.org/dietary)

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## Get Started!

- Who should watch the videos?  
Everyone that plays any role in the resident's dining experience.
- How can I use these videos?  
Have your current staff watch these video now to prepare for a survey  
  
As part of your monthly staff competency programs  
  
New staff orientations, as needed, or for specialized training

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## Dietary Services Toolkit

Video Topics with Post-Video Tests



[www.cahf.org/dietary](http://www.cahf.org/dietary)

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## Video # 1

### Personal Hygiene

Topics Include:

- Preparing for Work
  - Showering
  - Clean Uniform
- Nail Polish and Jewelry Policy
- Personal Items
- Covering Wounds
- Calling Out Sick
- Hair Nets and Beard Covers
- Hand Washing
- Glove Usage




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## Video # 2

### Safe Food Handling

Topics Include:

- TCS and PHF Foods  
Temperature Controlled for Safety/Potentially Hazardous Foods
- Thawing Foods  
Accepted Methods
- Taking Food Temperatures  
When & How
- Cooling and Re-heating Potentially Hazardous Foods
- Calibrating Thermometers
- Cross-Contamination




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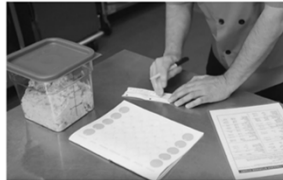
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## Video # 3

### Safe Food Storage

Topics Include:

- Receiving Food
- Storage
- Refrigerator/Freezer/Dry Storage Temperatures
- Cross-Contamination Between Food and Chemicals
- Labelling and Dating




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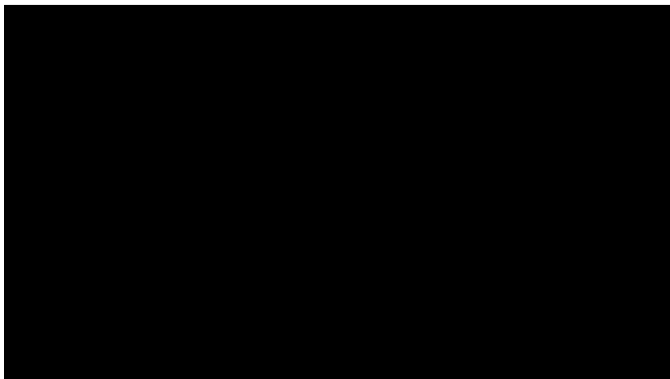
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## Video # 4

### Dishwashing & Sanitation

Topics Include:

- Cleaning and Sanitizing
  - Equipment
  - Work Surfaces
- Safe and Clean Work Environment
  - Equipment Condition
  - Hazards
- Ice Machine
  - Cleaning Schedule
  - Air Gap
- Dishwashing
  - Mechanical (Dish Washing Machine)
  - Manual (3-Compartment Sink)
- Chemicals
  - Use and Storage
  - Chemical Concentrations
- Logs and Cleaning Schedules




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## Video # 5

### Diets & Food Consistencies

Topics Include:

- The Diet Manual
- Menus and Spreadsheets
- Diet Orders
  - Regular, Carb-Controlled, Sodium-Controlled, Heart-Healthy, Renal, Vegetarian, Vegan, High and Low Fiber, Gluten-Restricted, Fortified, Full Liquid, Clear Liquid
- Consistencies
  - Mechanical Soft
  - Chopped
  - Ground
  - Puree
- Dysphagia Diet and New IDDSI Framework
- Menu Substitutions and Special Requests




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## Video # 6

### Person-Centered Care

Topics Include:

- Dignity, Choice, Respect (including HIPAA)
- Presentation
- Accuracy, Adaptive Devices
- Timing of Meals
- Temperature of Meals
- Serving What Is Ordered/Requested




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## Video # 7

### Kitchen Inspection for Managers

Topics Include:

- Record-Keeping
- Entering the Kitchen ("First Impressions")
- Inspecting Employees
  - Engaging with Them
  - Asking Questions
- Food Safety & Temperatures
- Dry Storage Area
  - Temperatures, Pests, Labelling, Dating
- Kitchen and Equipment Condition
- Cross-Contamination and Cleanliness
- Dishwashing Areas
- Tray Line




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## Video # 8

### Management Foundations

Topics Include:

- Hiring Good Employees
- Competencies
- Team Huddles
- Onboarding
- Employee Motivation
- Time Management and Attention Management
- Holding Employees Accountable




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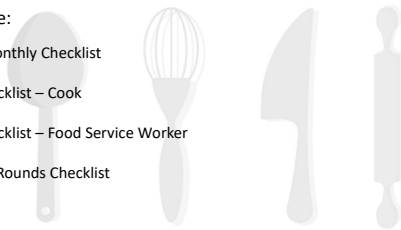
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## Checklists

Checklists Include:

- Administrator Monthly Checklist
- Competency Checklist – Cook
- Competency Checklist – Food Service Worker
- Daily Supervisor Rounds Checklist
- Huddle Agenda
- New Employee Onboarding Checklist




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## Sample Checklist

## Food & Nutrition: Competency Checklist – Food Service Worker

Employee Name: \_\_\_\_\_ Initial: \_\_\_\_\_  
 Supervisor Name: \_\_\_\_\_ Initial: \_\_\_\_\_

Date	Competency/Skill	Met	Needs Improvement*	Employee Initial	Supervisor Initial
	<b>Knowledge of Job Description – Food Service Worker</b>				
	<b>Knowledge of Safety Precautions</b>				
	Safety operate steam table				
	Can state fire suppression procedure for grease fires				
	Ability to use SDS manual				
	<b>Knowledge of Infection Control Practices</b>				
	Demonstrate correct handwashing procedure				
	Proper use of gloves/change between tasks				
	Demonstrate correct sanitation of equipment, utensils				
	State proper sanitizer solution range—correctly prepares sanitizer solution, tests concentration				
	Correctly utilize 3-compartment sink				
	<b>Knowledge of Food Practices</b>				
	Read menus and specifications				
	Recognize and identify all types of foods correctly to receive				

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## Logs

Logs Include:

- Cleaning Log
- Sanitizer Test Strip Log
- Food Temperature Log
- Test Tray Evaluation
- High Temperature Dish Machine Log
- Thermometer Calibration Log
- Low Temperature Dish Machine Log
- Reach-In Cooler Log
- Ice Machine - Cleaning & Sanitizing Log
- Walk-In Cooler Log
- Tray Line Food Temperature Log
- Work Order Maintenance Log
- Refrigerator/Freezer Temperature Log
- 2-Stage Cooling Temperature Log

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## Sample Log

[illegible]

**INSTRUCTIONS:** Initial upon completion of tasks. Complete testing a minimum of every shirt and as needed. Report any incomplete findings to your supervisor immediately.

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## Miscellaneous Forms

QAPI Plan:

- Hand Washing Report
- Meal Accuracy Report
- Temperature Log Report




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## Sample Form

Date	Meal Breakfast Lunch Dinner	Correct Dish	All items served per menu	No missing items	Correct amounts	Attractive	Errors
Sample #1							
Sample #2							
Sample #3							
Sample #4							
Sample #5							
Sample #6							
Sample #7							
Sample #8							
Sample #9							
Sample #10							
Totaling		Current month	Prior Month		Next Prior Month		
Ex: 5/10		Ex: 5/10		Ex: 4/10			

Instructions: Place a check for any error for each measurement of the randomly selected meal and log. Total the total numbers for all 10 meals and place total under the current month. Keep the prior monthly rates on the form back two months to review improvement trends. Complete the Meal Tray Accuracy report as required once monthly per measure. Any negative trend or value above the threshold needs to have an action related to correct. Retention: 120 days after date.

Root Cause Analysis/Discussion:

Action plan:

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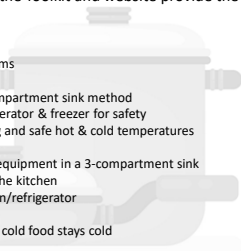
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## Signs & Posters

The signs and posters provided in the Toolkit and website provide the following to your department:

- When and why to change your gloves
- Accurate temperatures for cooking items
- Where to place your dentured cans
- How to utilize accurately the 2 & 3 compartment sink method
- How long food should be kept in refrigerator & freezer for safety
- Helpful reminders on plating, warming and safe hot & cold temperatures
- How to properly wash your hands
- How to wash, rinse, sanitize dishes & equipment in a 3-compartment sink
- How to dress hygienically for work in the kitchen
- How to safely store food in the reach-in/refrigerator
- How to store items in store room
- The Danger Zone!! Hot food stays hot, cold food stays cold




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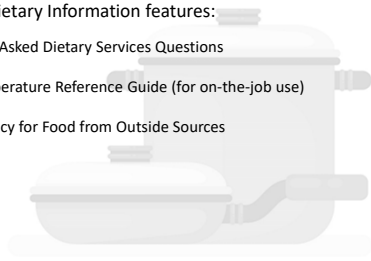
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## Additional Resources

Additional Dietary Information features:

- Frequently Asked Dietary Services Questions
- Quick Temperature Reference Guide (for on-the-job use)
- Sample Policy for Food from Outside Sources




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## Thank You!

Carmen O'Connell, CBDM, CFPP  
Dietary Services Project Manager

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**Be sure to join us for the first webinar of the Dietary Services Project series that will broadcast on July 29, 2019 at 2:00 pm.**

### Questions?

Contact Carmen O'Connell at (916) 432-5208 or at  
coconnell@cahf.org

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