

# Providing a Superior Dining Experience



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# Providing a Superior Dining Experience

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# **Providing a Superior Dining Experience**

## **Instructions**

### **Slides for the Inservice:**

- The slides can be shown on computer or projected on a screen using a data projector.
- You can show the slides directly from the Acrobat file by simply clicking on the icon that looks like a computer screen. Or you can go to the tool bar and click on “View” and “Full Screen” to show the slides on your screen.
- Then click the down arrow button or the page down button on your keyboard.

### **Presenter’s Notes for the Inservice:**

- Review the presenter’s notes prior to presenting the slides.
- The presenter’s notes offer additional information not included on the slides, suggestions for how to present some of the information, and activities you may want to incorporate.

### **Handouts for the Inservice:**

- Simply copy the handouts and the pre/post tests for participants.
- Do not provide the answer key for the pre/post tests.
- You can choose to give the test before and after the training, or just after the training to determine the effectiveness of your inservice and whether or not additional training is needed.



# Objectives

1. Discuss ways to improve meal satisfaction
2. Learn ways to create a superior dining experience
  - Create a warm and comfortable environment
  - Provide proper assistance if it is needed
  - Improve food quality and presentation
  - Provide excellent customer service



# Why Focus on Dining?

It is important to respect residents rights when it comes to dining - to promote the best quality of life possible

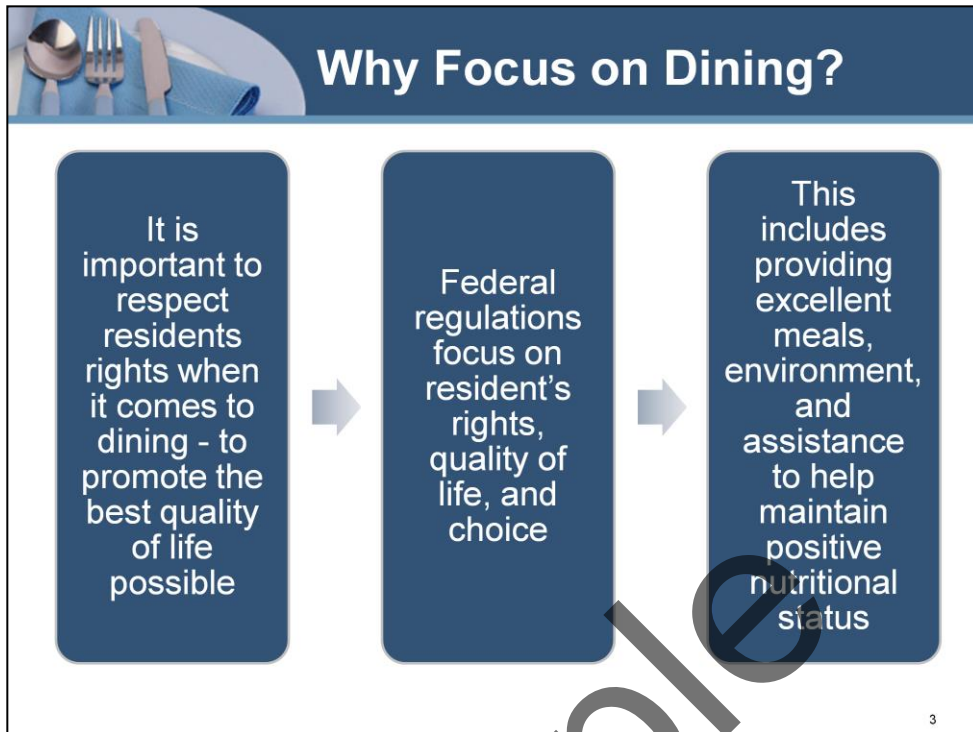


Federal regulations focus on resident's rights, quality of life, and choice



This includes providing excellent meals, environment, and assistance to help maintain positive nutritional status

## Providing a Superior Dining Experience



Why the focus on dining?

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## Malnutrition

- Studies indicate that 10-85% of nursing home residents are malnourished
- Contributes to development of unintended weight loss, weakness, pressure injuries, and other complications
- Impact on quality of life and care
- Risk factors we can easily address: poor oral health, swallowing disorders, individual needs, adequate assistance at meal time

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## Benefits of Good Nutrition

Keeping residents well nourished can:

- Reduce complications
- Reduce hospitalizations
- Reduce the need for drugs, surgery and treatment

## Resident's Rights

- To choose when and what they want to eat, and who they will eat with
- To refuse medication and treatment, including special diets (upon being informed of risks versus benefits)
- To be treated with dignity/respect at meal time

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