



Going Mobile with your Meal Service: Providing Safe and Appealing Meals in Post-Acute Care

**Going Mobile with Your Meal Service:
Providing safe and appealing meals in post-acute care**

Presenter: Suzanne Quiring, RD



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CMS Recommends Facilities Cancel Communal Dining


This brief webinar will offer positive solutions for post-acute care settings while abiding by the CDC and CMS recommendations



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Suzanne Quiring, RD

- 25 years in working in all areas of LTC
- Understands the practical challenges of providing great meal service to residents
- Invented the SuzyQ cart System in 2000, which allows resident interaction and choice, hotter food and less food waste
- Provides education to help facilities make positive changes in their dining rooms
- Has helped 800+ Health Care Communities
- Disclosures: Suzanne is Founder of SuzyQ Menu Concepts



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Major Concerns with Lack of Communal Dining

- This is a key time for dietitians and directors of food and nutrition services to work together as a team
- Higher risk of:
 - Malnutrition, dehydration, unintended weight loss
 - Isolation
 - Mental health issues (depression)
- Still need to:
 - Follow federal and state regulations
 - Monitor fluids and food intake
 - Be mindful of the importance of food for quality of life
 - Provide choice and person-centered care
 - Do meal rounds for meal satisfaction, and issues

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Food and Dining for Older Adults

- Enhance quality of life
- Maintain health
- Allow for self-directed living
- Use of least restrictive diets, particularly for older adults
- Choices in daily living may be a priority over increasing longevity



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Resident's Top Desires

- Choice
- Proper temperature and portion size
- Show them dignity and respect by communicating directly with them
- Talk to them even if you think they are "too confused"
- Don't decide for them



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Traditional Tray Service



(credit: Menno Home)

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Traditional Tray Service

- Not home-like or "normal"
 - Lack of choices
 - Overwhelming amount of food/fluid
 - Difficult to maintain proper food temperatures
 - Promotes food waste
- Can be complicated
 - Constantly updating food preference lists
 - Too much to pre-portion
- Reduces opportunities for kitchen staff to interact with residents
- Difficult to coordinate with nursing availability



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Mobile meal service

- All food choices move, and go anywhere
- Dining room, hallways, wings, memory care, etc.
- Flexibility to go anywhere the residents are
- Lots of choices can fit onto carts
- No extra staff needed
- Hotter food!
- Less waste (30-50% reduction)
- Major \$\$ savings



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Mobile Food Carts



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Mobile Service Can be Easy

- Carts are loaded up with entrée choices
- Cook does a 3-minute chat
- Unplug and go
- Travel and serve
- Return to kitchen
- Unload and repeat



(Credit: Stanford Place)

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How Mobile Service Works

- Mobile cart used by 1-2 person (not high usage, not high touch by others)
 - Beverage carts, dessert carts, bussing carts move down the hallway
 - Put bulk food choices on carts, bring to floor, move down wings together with care team
 - Choices offered to the residents outside room and provided accordingly.
 - Staff talk to/ask residents. Meal is 100% customizable at time of service.
- When food is brought into room on a tray
- If enough trays, tray stays in room and are picked up later
 - If not enough trays, dishes unloaded and tray comes out of the room
 - Soiled dishes collected with bus cart afterwards

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Benefits of Mobile Service

- Provide choice
- Hotter food
- Improved resident satisfaction
- More interaction, less isolation
- Dignity
- Person-centered dining
- Point-of-service



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I would like to thank the Food Service department at Rotary Manor for offering choices of food to our residents. It started with offering an assorted dessert tray at lunch and supper, allowing residents to choose what they would like for dessert. They now are offering two different kinds of soup daily, again allowing residents to choose what they feel like having that day! Your willingness, hard work and commitment to our residents is truly inspiring! You are all shining stars!!

(Credit: NHA 9/29/17)

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Dessert Service

- Support staff or Nursing
 - Lunch and Dinner
 - Choice of desserts
 - Fruit bowl, fresh fruit basket
 - Excellent leftover use
 - "Whip cream" story
- Not "take it or leave it" choice



"I love having my choice, especially dessert" (David, 79)

(Credit: Franklin Gardens)

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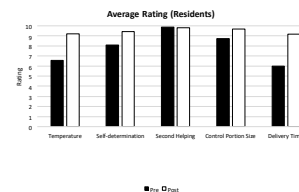
If we can do ice cream cart, and hallway BINGO, then we can do hallway meal service



Credit: StoneBridge Maryland Heights

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Case Study: Rockwood Care Center - Spokane, WA (Assisted Living, Skilled Nursing, Memory Care)



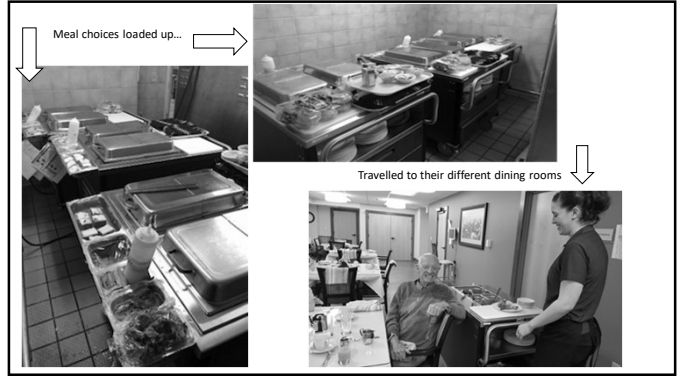
"The overall wins for Rockwood Care Center have been astounding!"
Michelle Duke, Food Service Director

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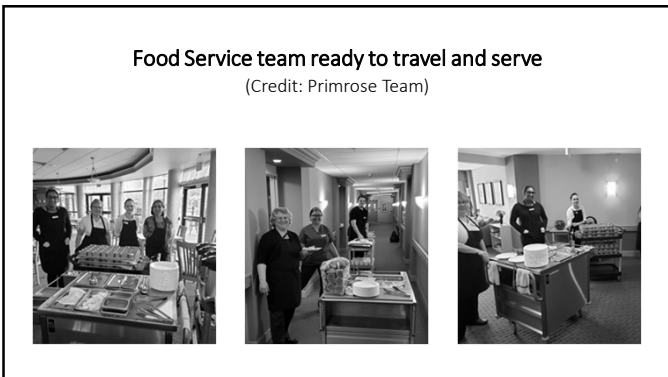
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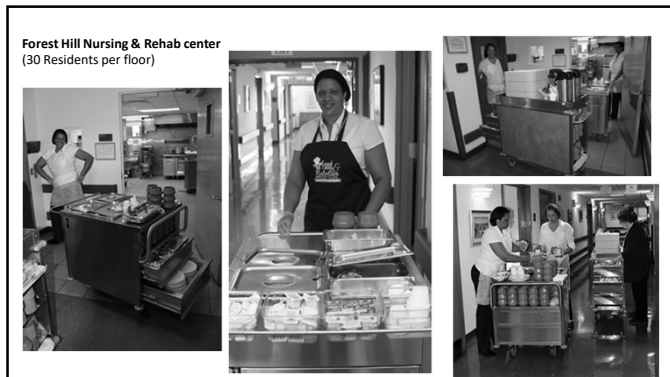


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Stop and Remember

<p>Residents</p> <ul style="list-style-type: none"> • May be afraid • Family are not allowed to visit • Stuck in their rooms much of the time • No group activities • Limited socialization • At risk of isolation/depression 	<p>As Leaders, we all need to</p> <ul style="list-style-type: none"> • Take a deep breath • Remember, you aren't alone • Lean on best practices • Keep learning every day • Our job is to provide safe food and great meal service
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Thank you!

To Suzanne Quiring, RD for Supporting this Webinar

- Contact suzyq@hotmail.com
- www.hotfoodcart.com/usa
- Cell: 778-808-3781

For more information

- Visit www.beckydorner.com/COVID-19
- Sign up for our free electronic newsletter to stay up to date on current news
- References and resources provided with handout

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Resources from *Going Mobile with your Meal Service:
Providing Safe and Appealing Meals in Post-Acute Care*
Webinar with Suzanne Quiring, RD **4/9/20**



Resources on Communal Dining Guidance During a Pandemic

- Communal Dining Guidance During a Pandemic
<https://www.beckydorner.com/wp-content/uploads/2020/03/Communal-Dining-Guidance-During-a-Pandemic.pdf>
- Communal Dining Guidance from Candace S. Johnson, RDN, CSG, FAND
<https://www.beckydorner.com/wp-content/uploads/2020/03/Communal-Dining.pdf>
- In-Room Dining Guidance from S&S Nutrition Services (Sue Stillman Linja, RDN, LD)
<https://www.beckydorner.com/wp-content/uploads/2020/03/In-room-dining-guidance.pdf>

Infection Control Resources

- CDC Interim Infection Prevention and Control Recommendations for Patients with Suspected or Confirmed Coronavirus Disease 2019 (COVID-19) in Healthcare Settings
<https://www.cdc.gov/coronavirus/2019-ncov/infection-control/control-recommendations.html>
- World Health Organization Infection Prevention and Control guidance for Long-Term Care Facilities in the context of COVID-19
https://apps.who.int/iris/bitstream/handle/10665/331508/WHO-2019-nCoV-IPC_long_term_care-2020.1-eng.pdf
- Proper Handwashing Technique
<https://www.youtube.com/watch?v=cbX0xwKORjk>

Miscellaneous Helpful Resources

- Becky Dorner & Associates: Free Information and Resources on COVID-19
<https://www.beckydorner.com/covid19/> Many helpful resources, policies, procedures, menus, links, webinars
- Senior Dining Association webinars on Corona Virus (COVID-19) – helpful webinars and other resources
<https://seniordining.org/coronavirus#7520437f-b106-4fa8-94a1-2d02d01fc13f>



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Our most popular publications include:

- Diet and Nutrition Care Manuals (2019 Comprehensive or Simplified)
- Policy and Procedure Manual (2019)
- Emergency/Disaster Plan for Food and Dining Services (2018)

More titles (see website for all titles – added frequently):

- Nutrition and Integrative Medicine: A Primer for Clinicians (2020)
- The Genomic Kitchen: Your Guide to Understanding and Using the Food-Gene Connection for a Lifetime of Health (2020)
- Salt Fat Acid Heat: Mastering the Elements of Good Cooking (2020)
- Nutrition & Diabetes Pathophysiology and Management (2019)
- Minimum Data Set (MDS) 3.0 RAI Manual v1.17 Course (2019)
- CMS State Operations Manual Appendix PP Course (2019)
- AADE Quick Guide to Medications (2019)
- Sports Nutrition: A Handbook for Professionals, 3rd Edition (2019)
- Nutrition for the Older Adult (2019)
- Food Code 2017 Course (2019)

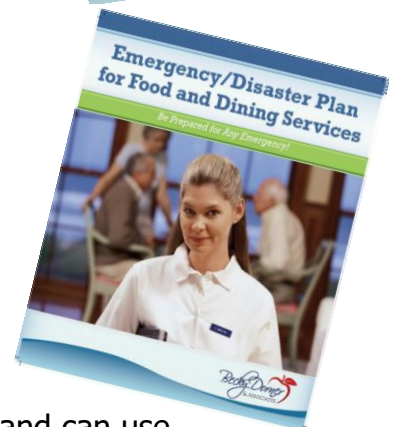
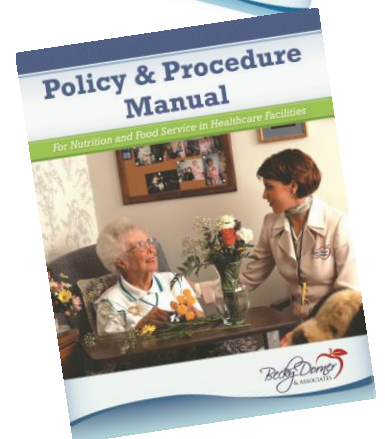
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- Kathy Warwick, RD, CDE, Owner, Professional Nutrition Consultants, LLC, Madison, Mississippi