


# Webinar 5: How does IDDSI work in the real world? Serving food and drinks

International Dysphagia Diet Standardization Initiative (IDDSI) Training Series

WEBINAR 05

## IDDSI: How does IDDSI work in the real world? Serving food and drinks



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**What you will learn**

**After listening to this training session, you should be able to:**

1. Help ensure that foods and drinks are served/maintained at the correct texture and consistency for the individual with dysphagia
2. Describe the importance of time and temperature on the maintenance of food texture and liquid consistency
3. Identify useful tools, testing methods, and quality assurance and performance improvement resources
4. Learn what to do when foods and drinks do not test correctly at the point of service



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**PRESENTER**


## Sue Linja

RDN, LD

- Registered Dietitian Nutritionist
- Owner of S&S Nutrition Network
- Popular Author and Speaker
- IDDSI Champion in the Northwest US

**Contributors to this Presentation**





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**Resident/Patient Safety**

The focus of this webinar is to help to ensure that each bite of food and sip of beverage is as safe as possible

We will take you through the importance of diet accuracy – from the food leaving the kitchen until the individual is finished eating

Caregivers play a crucial role in the safe swallowing for individuals with dysphagia providing the final check of the meal's accuracy before consumption



Photo courtesy of Elizabeth Moser, NSD Advanced Healthcare of Reno



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4

## The Story of Mr. O'Dell



Names and specific details have been changed to protect privacy



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**What Went Wrong?**

1. Lack of supervision
2. Texture/moisture unchecked
3. Bread served when not allowed on diet order
4. Particle size/softness of food
5. Mixed consistency



Names and specific details have been changed to protect privacy



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**THICK & EASY**

## IDDSI 2013-2014 Stakeholder Surveys

Only 40% of respondents reported that they check if the food textures and liquid thickness is accurate right before serving




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## Results of Not Testing Foods & Drinks




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## What is the Cost of Not Testing/Correcting Errors?

1. Choking/lost lives
2. Decreased intake and malnutrition
3. Increased food cost due to waste
4. Increased food service and nursing labor
5. Increased frustration and morale issues
6. Potential legal issues




**HEALTH LABS**

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## What We Have Learned So Far

1. IDDSI basics
2. Food testing
3. Beverage testing
4. Preparing IDDSI foods and drinks



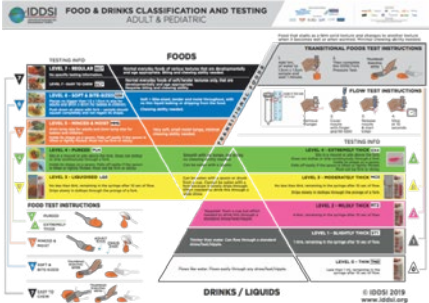
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## Framework and Testing – All in One



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## 3 Checkpoints for Review

1. When leaving the kitchen (food service staff)
2. Before delivering the meal to the individual (hospitality/caregiver)
3. At the table or bedside and throughout the meal (caregiver)



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## Checkpoint #1: When Leaving the Kitchen

- Check that foods & drinks haven't changed from earlier testing
  - Be sure beverages have not gotten thicker or thinner
  - Be sure foods have not dried out while being held
- Meals should be attractive and in the proper texture for each person



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## 7 Level 7 – Easy to Chew (Individualized)

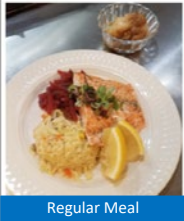


**HEALTH LABS**


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## 6 Level 6 – Citrus Herbed Salmon with Rice Pilaf and Beets



Regular Meal



**Key Points:**


- Less than/equal to the width of the fork
- Moist with no liquids separating (no mixed consistency)
- Fork mashable (food stays in the mashed form)

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## 5 Level 5 – Tri-Tip Beef with Baked Potato & Roasted Fresh Vegetables



Regular Meal



**Key Points:**


- Pieces less than/equal to fit within the fork tines
- Moist with no liquids separating (no mixed consistencies)
- Appears like a formed bolus of food
- Holds shape on the spoon – slides off easily (not sticky)

**HEALTH LABS**

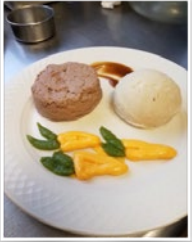
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## 4 Level 4 – Roast Beef w/ Potatoes and Carrots



Regular Meal



**Key Points:**

- Smooth consistency – no lumps
- Holds its shape on a fork
- No mixed consistencies
- Slides easily off the spoon with little residual


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## Importance of Time/Temperature

- Timely meal delivery is key for proper textures and consistencies
- Special considerations should be given for the individual who takes a long time to eat
  - The length of time it takes a person to eat the meal may be an issue
- Testing at delivery, and again at 15 and 30 minutes is important to ensure safe textures throughout the meal



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**Checkpoint #2:  
Before Delivering the Meal to the Individual**

- Review the tray card/ticket
  - A third set of eyes
- Take a critical look at the foods and drinks compared to the diet order
  - Are the food textures and drink consistencies accurate?
- If there are concerns, return the plate/tray to the kitchen



**HEALTH LABS** 19

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**What's Wrong with These Meals?**

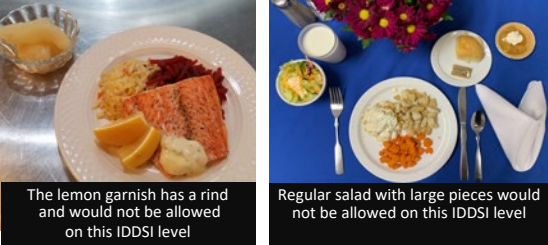


**HEALTH LABS** 20

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**7 Level 7 – Easy to Chew (Individualized)**



The lemon garnish has a rind and would not be allowed on this IDDSI level

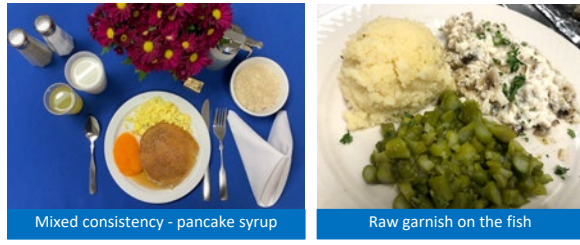
Regular salad with large pieces would not be allowed on this IDDSI level

**HEALTH LABS** 21

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**6 Level 6 – Soft & Bite Sized**



Mixed consistency - pancake syrup

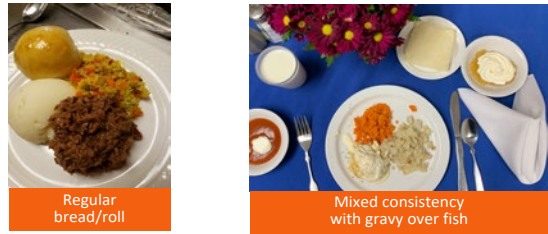
Raw garnish on the fish

**HEALTH LABS** 22

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**5 Level 5 – Minced & Moist**



Regular bread/roll

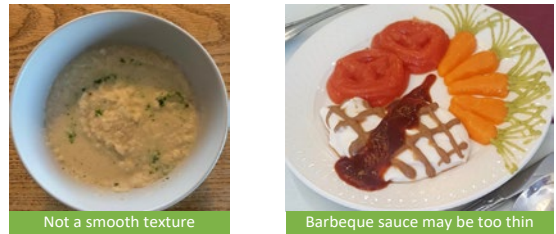
Mixed consistency with gravy over fish

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**4 Level 4 – Pureed**



Not a smooth texture

Barbeque sauce may be too thin

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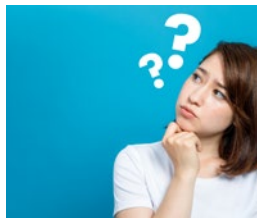
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### Checkpoint #3: At the Table or Bedside and Throughout the Meal

- Meal delivery: check the accuracy of the foods and drinks
  - Delivery
    - 15 minutes
    - 30 minutes
- Besides a visual check, a spoon or fork test may be needed
- If the food doesn't pass the tests
  - Alter the food and test again
  - Return the meal to the kitchen if needed



**HEALTH LABS** 25

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## 7 Testing Intended for Level 7 – Easy to Chew

Product or food tested: \_\_\_\_\_  
Heating method(s): \_\_\_\_\_  
Temperature when tested at:  at time of service  15 mins after serving  30 mins after serving

**Instructions:**

- Level 7 Easy to Chew critical tests include **Push/Spread Pressure Test** OR if these are not available **Finger Test**.
- The food item must pass or meet criteria for any one marked \*
- Meets criteria means answers 'Yes' to all critical tests.

Tests	Meets criteria at		
	Time of service	15 mins after serving	30 mins after serving
<b>Crucial: Appearance</b>			
• Pieces less than or equal to 1.5cm x 1.5cm (adults), 8mm x 8mm (pediatrics).	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
• No unappetizing this liquid	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Crucial: Push/Spread Pressure Test (or Finger Test if unavailable)</b>			
• Must be able to break food apart evenly with just the side of a fork or spoon.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
• When pushing down on a 1.5cm x 1.5cm sample with a dinner fork or teaspoon, with enough pressure that the thumb nail turns white, the food breaks apart, can be squashed and will not return to original shape.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
• Food can be separated into smaller pieces using pressure from a dinner fork or teaspoon held on its side.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Alternative if Fork or Spoon not available: Finger Test</b>			
• When pushing down on a 1.5cm x 1.5cm sample using thumb, with enough pressure that the thumb nail turns white, the food can be squashed and will not return to original shape.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
• Food falls moist	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Optional: Chewable Test</b>			
• Chewsticks can break 1.5cm x 1.5cm pieces into smaller pieces	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
• Chewsticks can easily break apart to form food into smaller pieces	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Overall Conclusion: Does the sample meet the criteria for Level 7 Easy to Chew?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

**Notes:** • Some sensory ability may be required for this test. Chewing ability is needed for this test. • Please see also <https://www.iddsi.org/level7-easy-to-chew>

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## 6 Testing Intended for Level 6 – Soft & Bite-Sized

Product or food tested: \_\_\_\_\_  
Heating method(s): \_\_\_\_\_  
Temperature when tested at:  time of service  15 mins after serving  30 mins after serving

**Instructions:**

- Level 6 Soft & Bite-Sized critical tests include **Appearance \*** **Push/Spread Pressure Test** OR if these are not available **Finger Test**.
- For particle size: food intended to mimic a 'bite of food' – must be equal to or less than 15mm x 15mm (adults), equal to or less than 8mm x 8mm (pediatrics).
- The food item must pass or meet criteria for any one marked \*.

Tests	Meets criteria at		
	Time of service	15 mins after serving	30 mins after serving
<b>Crucial: Appearance</b>			
• Pieces less than or equal to 1.5cm x 1.5cm (adults), 8mm x 8mm (pediatrics).	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
• No unappetizing this liquid	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Crucial: Push/Spread Pressure Test (or Finger Test if unavailable)</b>			
• Must be able to break food apart evenly with just the side of a fork or spoon.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
• When pushing down on a 1.5cm x 1.5cm sample with a dinner fork or teaspoon, with enough pressure that the thumb nail turns white, the food can be squashed and will not return to original shape.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
• Food can be separated into smaller pieces using pressure from a dinner fork or teaspoon held on its side.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Alternative if Fork or Spoon not available: Finger Test</b>			
• When pushing down on a 1.5cm x 1.5cm sample using thumb, with enough pressure that the thumb nail turns white, the food can be squashed and will not return to original shape.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
• Food falls moist	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Optional: Chewable Test</b>			
• Chewsticks can break 1.5cm x 1.5cm pieces into smaller pieces	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
• Chewsticks can easily break apart to form food into smaller pieces	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Overall Conclusion: Does the sample meet the criteria for Level 6 Soft &amp; Bite-Sized?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

**Notes:** • Chewing ability is needed for this test, although being not required. Please should be 'bite-sized' at time of serving. • Please see also <https://www.iddsi.org/framework/testing-methods/>

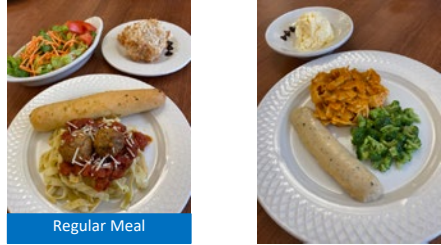
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**THICK & EASY HEALTH LABS**

## 6 Level 6 – Soft & Bite-Sized Testing



Regular Meal

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**THICK & EASY HEALTH LABS**

## 6 Level 6 – Soft & Bite-Sized Testing



Video courtesy of Christine Beach, AHC Pinnevil Ogden, Utah

**HEALTH LABS** 29

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**THICK & EASY HEALTH LABS**

## 5 Testing Intended for Level 5 – Minced & Moist

Product or food tested: \_\_\_\_\_  
Heating method(s): \_\_\_\_\_  
Temperature when tested at:  at time of service  15 mins after serving  30 mins after serving

**Instructions:**

- Level 5 Minced & Moist critical tests include **Appearance \*** **Push Pressure Test \*** **Swallow Test** OR if these are not available **Finger Test**.
- For particle size: food intended to mimic a 'minced food' – must be equal to or less than 6mm x 6mm and no longer than 15mm (length) (pediatrics).
- The food item must pass or meet criteria for any one marked \*.

Tests	Meets criteria at		
	Time of service	15 mins after serving	30 mins after serving
<b>Crucial: Appearance</b>			
• Pieces less than or equal to 6mm (adults), 3mm (pediatrics).	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
• No unappetizing this liquid	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Crucial: Push Pressure Test (or Finger Test if unavailable)</b>			
• Food can be easily mashed with finger pressure from a dinner fork	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
• Jammed should not make thumb nail black or white	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
• Each appearance and texture should be a portion of a dinner fork	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Crucial: Swallow Test (or Finger Test if unavailable)</b>			
• Holds shape on teaspoon	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
• Food slides off spoon with little food left on teaspoon (i.e. not stuck)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
• May spread or slump slowly on a flat plate	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Optional: Chewable Test</b>			
• Small soft moist minced particles can be easily squashed between fingers	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
• Food falls moist and will leave finger wet	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Optional: Chewable Test</b>			
• Chewsticks can scoop or hold thin pieces of food to assist and collapse	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
• Chewsticks can easily break apart to form food into smaller pieces	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Overall Conclusion: Does the sample meet the criteria for Level 5 Minced &amp; Moist?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

**Notes:** • Minced chunks should be needed to eat this food texture (e.g. tongue force should be able to squish/blend food). • Please see also <https://www.iddsi.org/framework/testing-methods/>

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# Webinar 5: How does IDDSI work in the real world? Serving food and drinks

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**5 Testing Intended for Level 5 – Minced & Moist**

Regular Meal

HEALTH LABS Photos courtesy of Christine Beach, AHC Pineview Ogden, Utah 31

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**5 Level 5 – Minced & Moist Testing**

HEALTH LABS Video courtesy of Christine Beach, AHC Pineview Ogden, Utah 32

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**5 Level 5 – Minced & Moist Testing**

HEALTH LABS Video courtesy of Elizabeth Moser, AHC Reno 33

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**4 Testing Intended for Pureed- Level 4**

Product or food tested	10 mins after serving	30 mins after serving
Appearance	<input type="checkbox"/> No lumps	<input type="checkbox"/> No lumps
Flow	<input type="checkbox"/> No lumps	<input type="checkbox"/> No lumps
Stickiness	<input type="checkbox"/> No lumps	<input type="checkbox"/> No lumps
Chopstick test	<input type="checkbox"/> No lumps	<input type="checkbox"/> No lumps
Spoon test	<input type="checkbox"/> No lumps	<input type="checkbox"/> No lumps
Finger test	<input type="checkbox"/> No lumps	<input type="checkbox"/> No lumps
Overall conclusion	<input type="checkbox"/> No lumps	<input type="checkbox"/> No lumps

HEALTH LABS 34

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**4 Testing Intended for Pureed- Level 4**

Regular Meal

HEALTH LABS Photos courtesy of Christine Beach, AHC Pineview Ogden, Utah 35

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**4 Testing Intended for Pureed- Level 4**

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**Tools Needed To Test/Adjust Foods at Point of Service**


- Fork
- Spoon
- 10 mL syringe
- No polish on your thumb nail
- Texture modifiers: Butter, olive oils, sour cream, gravy, sauces, juice, milk, etc.



**HEALTH LABS** 37

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**Point of Service Tips and Techniques**



**HEALTH LABS** 39

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**Vegetables**

- Mash it more with a fork if the food is not in the right consistency
- Olive oil, sour cream, cheese sauce, butter may be used to correct consistency
- If vegetables are undercooked, take them back to the kitchen and get an appropriate replacement




Photo courtesy of Chef Robin, AHC of Glendale

**HEALTH LABS** 41

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**Importance of Infection Control and Dignity**

When testing food at the point of service, it is important to maintain food safety and dignity for the individual

Ideas include:

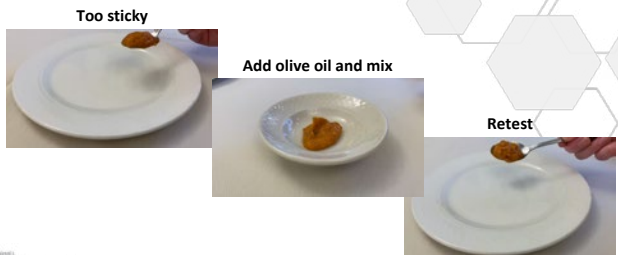
- Explain what you are doing and why
- Wash your hands before touching foods, drinks or utensils
- Use clean utensils for testing (do not use the individual's utensils)
- Put a small sample onto a clean plate to test
- Make adjustments to foods & drinks as needed
- Retest using the same procedure



**HEALTH LABS** 38

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**Point of Service Tips and Techniques Videos:**



**HEALTH LABS** 40

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**Fruits**

- Add juice if the fruit is too thick
- Add thickener if the fruit is too thin
- Fruit syrup may be used to correct consistency
- If the fruit is too hard or has skin or seeds, take it back to the kitchen and get an appropriate replacement




Photo courtesy of Elizabeth Moser, NSD Advanced Healthcare of Reno

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**THICK & EASY**

### Breads and Grains

- Regular breads are not allowed on IDDSI levels unless there is a specific physician's order for them
- Replace regular bread with moist quick bread that has the correct particle sizes for the level
- Consider poke and soak, adding butter, milk toast (let it soak and get rid of extra liquid)




Photo courtesy of Chef James, AHC of Scottsdale


**HEALTH LABS**

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**THICK & EASY**

### Key Points for Each Discipline/Caregiver

- Food and nutrition services directors
- Nurses and nursing assistants
- Food servers
- Person feeding/assisting the individual




**HEALTH LABS**

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**THICK & EASY**

### Best Practices: Nursing Key Ring



Photos courtesy of Mary Lang, CDM AHC of Overland Park, KS

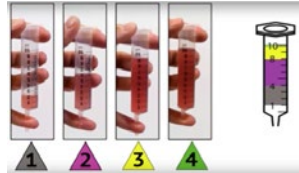
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**THICK & EASY**

### Thickened Liquids

- Decreased risk and error using pre-thickened liquids
  - Remember to shake all pre-thickened products before serving
  - Consistency may change when heated or chilled
- Some drinks can be harder to thicken and will require a flow test (all products thickened by staff should be tested using the standardized flow testing method)

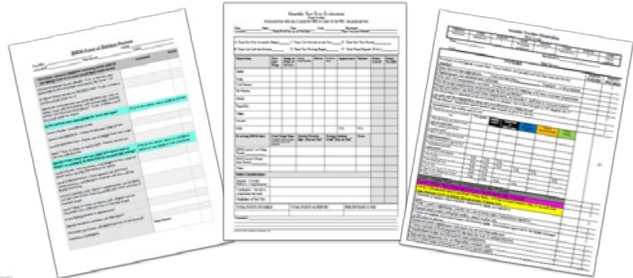


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**THICK & EASY**

### QAPI Forms for IDDSI – Point of Service




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**THICK & EASY**

### Summary: Keys to Success

- All foods & drinks must pass “tests” prior to being served
- Monitor temperatures, textures and consistencies throughout the meal service
- Provide timely assistance/supervision at meals and snacks
- Use pre-thickened liquids if possible
- Pay special attention to foods that change textures based on time & temperature
  - Ice-cream melts over time, gelatin may melt if it becomes too warm, pureed bread may become crusty and dry



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# Webinar 5: How does IDDSI work in the real world? Serving food and drinks

International Dysphagia Diet Standardization Initiative (IDDSI) Training Series




**Resources**

- IDDSI Resources <https://iddsi.org/resources/>
  - <https://iddsi.org/resources/> scroll down to Resources from Other IDDSI Users for Recipe books on Pureed and Minced & Moist foods
  - IDDSI Audits: IDDSI.org → Resources → Implementation Resources → Audit Sheets
  - Refer to the IDDSI FAQs for answers to questions: <https://iddsi.org/faq/>




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**Resources**

- Hormel Health Labs Resources
  - <https://www.hormelhealthlabs.com/condition/dysphagia-swallowing-disorders/>
  - Dysphagia Solutions and More <https://www.hormelhealthlabs.com/>
  - IDDSI Compliant Recipes <https://www.hormelhealthlabs.com/resources/category/recipes/>
  - Expert Support <https://www.hormelhealthlabs.com/resources/>
  - IDDSI Compliant Foods and Beverage Products <https://www.hormelhealthlabs.com/products/>
  - IDDSI Preparation Tips <https://www.hormelhealthlabs.com/resources/maintaining-iddsi-levels-from-kitchen-to-plate/>



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**Resources for Professionals**

Free IDDSI webinar (90 minutes, 1.5 CPE)

1. <https://www.beckydorner.com/free-resources/free-cpes/>
2. <https://www.hormelhealthlabs.com/resources/for-healthcare-professionals/>  
(Scroll down to Free CPE Training)

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