

Inservice Education Manual

For Food and Nutrition Services in
Healthcare Facilities



Becky
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& ASSOCIATES



Inservice Education Manual: For Food and Nutrition Services in Healthcare Facilities

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This manual represents the result of a true team effort, and we are deeply grateful to everyone who played a role in its development.

With Gratitude

We hope you enjoy this comprehensive manual. Thank you for allowing us to be a part of your facility's efforts to strive for excellence in nutrition care for your residents. If we can be of support, please feel free to contact us at info@beckydorner.com.

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Inservice Education Manual: For Food and Nutrition Services in Healthcare Facilities

Introduction and Suggestions for Use

At Becky Dorner & Associates, we believe that empowering staff with knowledge, skills, and confidence is the foundation of high-quality food service and nutrition care.

Inservice Education Manual: For Food and Nutrition Services in Healthcare Facilities was created to provide a practical, easy-to-use resource for training foodservice and healthcare professionals in a variety of essential topics.

This *Inservice Education Manual* is designed to help organizations:

- Reinforce best practices and regulatory standards
- Improve consistency in care and service
- Support team development and survey readiness
- Promote safety, communication, and collaboration

This manual contains inservices that pair nicely with our *Policy & Procedure Manual: For Food and Nutrition Services in Healthcare Facilities*. Topics include food safety, cleaning and sanitation, therapeutic diets, hand hygiene, infection control, person-centered care, survey readiness, and more. Every lesson includes clearly-stated learning objectives, facilitator content with presenter notes, assessment tools (pre-/post tests), and handouts for staff reference. The handouts double as posters to reinforce key points.

Whether you're leading a single training session or building an ongoing education program, this manual will help streamline your process and engage your team in meaningful, relevant learning.

Preparing for the Inservice

- Ask the director of food and nutrition services (DFNS) and/or staff what they need or want to know about the topic and adjust the content of this inservice to meet their specific needs.
- Know your audience. Do any of the staff members have learning challenges? Recognize that participants may have learning or reading challenges. Assess their ability to understand the material you are presenting and adjust the terminology and pace of information provided if needed.
- Review appropriate references and resources.
- Prepare a facility inservice training report form and attendance sheet to document the staff's participation. (See pages v and vi for sample inservice forms.)
- Remember to involve participants in inservices by asking for input and questions during the presentation.
- Make copies of the pre-/post test and the handout (and/or post the handout in the kitchen for staff's future reference).
- Note: We use the terms "director of food and nutrition services" (DFNS), "registered dietitian nutritionist" (RDN), "physician", and "supervisor" but you may substitute the appropriate terms for your facility.

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Inservice Training Report Form

Department: _____

Date: _____ Time: _____

Employee Group(s) Present: _____

Total Number of Employees in Group: _____

Number Present: _____ Number Absent: _____

Method of Presentation: _____

Pre/Post Test Attached: _____

Subject(s) Covered: _____

Recommendations/Follow Up: _____

Presented by _____

Title _____

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Inservice Sign in Form

Date:_____ **Time:**_____ **Inservice Title:** _____

[illegible]

Section 1

Menus and Therapeutic Diets

- Therapeutic Diets..... I-I
- International Dysphagia Diet
Standardisation Initiative (IDDSI)..... I-8

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Therapeutic Diets

Audience

Food and nutrition services staff

Objectives

1. Identify the importance of following therapeutic diets.
2. Gain an understanding of the therapeutic diets used in your facility.
3. Understand what surveyors may ask you and/or look for during a survey.
4. Recognize your role in providing appropriate nutrition for residents on therapeutic diets.

Review Key Points

1. Therapeutic diets are ordered by the attending physician to meet the needs of residents with chronic illnesses such as diabetes, heart disease, or hypertension.
2. A "therapeutic diet" is part of treatment for a disease or condition, or to eliminate (e.g., gluten), decrease (e.g., sodium) or increase specific nutrients in the diet (e.g., protein) or provide food the resident is able to chew and swallow (e.g., a mechanically altered diet which changes the texture of food and/or beverages) to meet the needs of the resident.
 - The goal is to ensure that the resident receives foods in an appropriate form and with the appropriate nutrients to support their treatment plan.
 - Therapeutic diets use food as medicine to manage symptoms and improve health outcomes related to the disease. Dietary changes such as low salt diets can help relieve symptoms (e.g., fluid build-up), while a diet for someone with diabetes may help control blood sugar levels and may decrease the need for medication or insulin.

3. A facility should provide an individualized therapeutic diet to meet the residents' health needs and preferences and help them achieve their desired goals of care.

Menus must meet the residents' nutritional needs in accordance with established national guidelines. They must also be prepared in advance, followed, and reviewed by the facility's RDN. We must make reasonable efforts to meet the residents' needs and preferences.

Practical Tip: Available therapeutic diets should coincide with the therapeutic diets on the facility's menu extensions.

4. Although therapeutic diets are designed to improve health, they can sometimes negatively affect the variety and flavor of the food. Individuals on restrictive diets may complain that the food doesn't taste good, which can reduce the pleasure of eating, decrease food intake, and cause unintended weight loss and/or malnutrition - problems we are trying to prevent.

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Practical Tip: If residents complain the food doesn't taste good, offer the alternate food item on the menu. If complaints continue, tell your supervisor so they can talk with the resident and offer foods that meet their needs and preferences.

Questions Surveyors Might Ask and Things They May Look for During a Survey

- Surveyors will check to see if residents' preferences and needs are being met to maintain normal body weight and acceptable nutritional values.
- If a resident chooses not to eat certain foods, they may ask how the facility ensures the resident's menu and/or meal plan meets their nutritional needs.
- If a resident has poor nutrition, weight loss, or other medical problems, the surveyors will check to see if the physician ordered a therapeutic diet.
- If concerns are identified, surveyors may investigate for potential issues related to this or other residents' nutritional status. Issues can lead to survey citations.

Visual Demonstration

Show staff the diet manual and menu spreadsheets for therapeutic diets.

- The *Diet and Nutrition Care Manual* and menu spread sheets are your guide to successfully meeting the nutrition needs of residents who require a special diet to prevent or manage specific diseases.
- The registered dietitian nutritionist (RDN) approves both the *Diet and Nutrition Care Manual* and the menu spreadsheets.

Practical Tip: Ensure staff knows the location of the *Diet and Nutrition Care Manual* and menu spreadsheets.

Knowledge Check

1. Ask staff to name the types of therapeutic diets that your facility uses.
2. Review the facility's therapeutic diets. **Note:** Secondary diet orders **may be** offered and combined with the primary diet order to individualize therapeutic diet orders. (See Sample List of Therapeutic Diets on the next page.)

Activity

- Ask participants to view the therapeutic diet menu spreadsheet with you as you review how to read the spreadsheet.
- Have staff point out differences between items on regular and therapeutic diets.
- Use the chart on the next page for possible talking points.

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Sample List of Therapeutic Diets

Therapeutic Diets We Offer	Secondary Diet Orders
Regular (or “General/House” diet)	No Salt Pack/No Salt at the Table
Mechanical Soft or Minced and Moist, Soft and Bite-Sized using International Dysphagia Diet Standardisation Initiative (IDDSI) guidelines	No Salt Packet, No High Sodium Meats, Vegetables, Condiments, Soups (i.e., ham, bacon, sausage, lunchmeat, pickles, sauerkraut, canned soup)
Pureed or Level 4 IDDSI	No Sugar Packet, Sugar-free Beverages, Small Portions of Regular Desserts
Consistent Carbohydrate	Chopped, Minced, Bite-Sized Meat
Consistent Carbohydrate Pureed (Level 4 IDDSI)	Pureed Meat

Reference: Dorner B. *Policy & Procedure Manual for Food and Nutrition Services in Health Care Facilities*. Chapter 1: Menus and Therapeutic Diets. Becky Dorner & Associates, Inc.

Differences Between Regular and Therapeutic Diets

Regular Diet	Therapeutic Diet	Provide This
Regular Soup	Low Salt Diet	Low Salt Soup
1 Slice of Pie	Consistent Carbohydrate	½ portion of pie**
Regular Sugar Packet	Consistent Carbohydrate	Sugar Substitute
Salt Pack on Tray	No Added Salt Diet	No Salt Pack on Tray
Whole or 2% Milk	Cardiac or Heart Healthy Diet	Skim Milk
Pudding Dessert	Renal Diet	Pears

** or fruit based on your facility menu

How You Can Help Ensure Our Residents Are as Healthy as Possible

- Alert your supervisor if a resident is not eating or does not want to follow their therapeutic diet order.
 - Example:** Mrs. Smith states that she never followed a diabetic diet at home and does not want to follow one while living in the facility. Tell your supervisor so the RDN can be notified to take action on the resident's behalf.
- When a food/beverage or other item on a therapeutic diet is missing from the tray line, tell your supervisor so they can find an appropriate substitution.
 - Example:** Anya is preparing lunch and notices that they are out of unbreaded cod fish, which she needs to serve on the low-fat diet. She notifies her supervisor, who substitutes tilapia.

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- **Example:** Jon is preparing desserts and is out of pears. He is unsure what to serve Mr. Amil, who is on a renal diet. He discusses this with the RDN, who substitutes applesauce.
- 3. The RDN may also request other items for individuals as part of their nutrition plan. Please let us know if residents don't eat/drink these items.
 - **Example:** Mae works as a dishwasher 5 days a week. She notices that the tray for Mr. Chin returns with the milkshake untouched. She reports this to the RDN, who arranges for a substitute.

Summary

- Therapeutic diets are used to meet the needs of individuals with chronic illnesses such as diabetes, heart disease, kidney disease, or hypertension.
- Some residents need a diet that eliminates, decreases, or increases specific nutrients or alters food/fluid texture to make it easier to chew and swallow.
- Individualizing therapeutic diets helps achieve each person's unique health goals.
- You can help keep residents healthy by:
 - Ensuring you follow the menu so that each resident receives the appropriate therapeutic diet.
 - Telling your supervisor if foods/beverages are missing for the tray line, if a resident has complaints, or is not eating or drinking.

Ask the participants if they have any questions regarding therapeutic diets.

References and Resources

1. Centers for Medicare & Medicaid Services, State Operations Manual Appendix PP – Guidance to Surveyors, F808 Therapeutic Diets and F803 Menus and Nutritional Adequacy
2. Becky Dorner & Associates. Diet and Nutrition Care Manual: Comprehensive Edition
3. Becky Dorner & Associates. Policy & Procedure Manual: For Food and Nutrition Services in Healthcare Facilities
4. A copy of a therapeutic diet menu spread sheet

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Pre-/Post Test

Name _____ Date _____

1. Why is it important to ensure we follow the therapeutic diet menu spreadsheets?
 - a. The resident's physician prescribed the diet to help manage a specific health condition.
 - b. The state surveyors will assess to make sure we follow the menu spreadsheets.
 - c. Using food as medicine will help manage a patient's symptoms.
 - d. All of the above
2. The physician's diet order should match the diet on the menu therapeutic diet spreadsheet.
 - a. True
 - b. False
3. What should you do when a food item listed on the menu spreadsheet is missing?
 - a. Leave the item off the tray and continue the tray line.
 - b. Choose a food on the tray line that seems like it would be a good substitute.
 - c. Tell your supervisor so they can find the right replacement.
 - d. Tell your supervisor after meal service so they can order the item.
4. What should you do if a resident complains that they dislike the food or are not eating or drinking much?
 - a. Offer to add gravy or sauce.
 - b. Provide a salt packet.
 - c. Give them a milkshake instead.
 - d. Report this to your supervisor.
5. What should you do if a resident consistently does not eat or drink a food or beverage?
 - a. Tell the resident they have to eat or drink the item.
 - b. Stop serving the item to that resident so you don't waste food.
 - c. Tell your supervisor so they can find a good substitute.
 - d. Report the incident to the facility administrator.

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Answers to Pre-/Post Test

1. d
2. a
3. c
4. d
5. c

SAMPLE

Therapeutic Diets

Staff Education Inservice

Keep our Residents Healthy by Following Therapeutic Diets

Therapeutic Diets

Individualized therapeutic diets provide foods in a form to meet the health needs of residents with chronic illnesses like diabetes, heart disease, or hypertension.

A "therapeutic diet" uses food as medicine to manage symptoms and improve health.

These diets may:	Examples:
• Eliminate (ex. Gluten), • Decrease (ex. Sodium), or • Increase (ex. Protein) specific nutrients or provide food that is easier to chew or swallow	• A low salt diet to reduce fluid build-up (edema) • A diet for diabetes to control blood sugar levels and decrease the need for medication or insulin

Available therapeutic diets are listed on our menu spread sheets. Menus must be followed as written.

How You Can Help Take Care of Our Residents

1. Follow the menu spreadsheet and tray card for each resident.

2. Tell your supervisor if:

- There is a problem with the menu such as a missing item on a therapeutic diet.
- A resident complains about foods or beverages.
- A resident is not eating or drinking meals, snacks, or supplements, or does not want to follow their diet.

With your help, we can save residents from poor food intake, weight loss, and malnutrition.



Let's work together to keep our residents as healthy as possible!