

**Grant Program Report
Indian River Center AFA15
Final Report
June 30, 2006**

1. Meal tracker is in place. This program has made it possible to have individualized menu, based on specific residents needs, displayed on a tray card system to ensure that the correct therapeutic diet is received by the customers to include preferences. The program has made it possible to input residents likes and dislikes into the system. This causes the tray card to automatically substitute the alternative. Therefore, the dietary aids have not needed to remember to tell the cook to substitute the alternative, and the residents have been assured of receiving their preferences. Additionally, when a resident has wanted the same thing at a particular meal, it automatically has been printed on the tray card.
2. Indian River Center has successfully implemented the Fine Dining atmosphere in the dining room with good participation. New plates, bowls, desert dishes, goblets, mugs, diet kits, tray mats and napkins in place. We are using new trays, new pellets and dome lids. This new pellet system has helped us ensure that the customer's food is maintained at a proper temperature. Recreation has been providing activities before meals. The staff plays music at the noon meal on our new music system. This system provides surround sound so that one area of the room does not have loud music and one area soft which we experienced when we had a two speaker system. We then select our music from a CD listing.
3. Beverages and soup are being passed before the noon meal. Staff members were inserviced on the appropriate way to serve meals to include beverage and soup.
4. Staff greet, assist with seating, properly pour beverages and verbalize the menu at each meal to the customers. Stackpole & Associates, Inc completed the training on scripting to include education on scripting to respond appropriately to different request and touch points from our residents. Indian River Center conducted ten scripting training sessions of 90 minutes each during two day training. 150 employees trained in the initial two day training. Emphasis was on fine dining. Follow up training is ongoing. All trainees completed post training survey. Trained six OPIS trainers in scripting (train the trainer) and five helped conduct the training on the second day. This ensures we can continue ongoing training for those that did not attend the session and new hires that join our team. Provided training in proper serving: Serve from the right, remove from the left. Provided sample of what table setups look like for the fine dining experience. Established QI monitors and implemented follow up to training at all meals at all locations.
5. Indian River Center has set up four food committees. One for residents, families, center managers (minimal participation from Certified Dietary Manager, Recreation, Nursing Home Administrator (who leads the committee) and representative from nursing and regional office food committee. Each committee shares ideas.

6. The resident food committee meetings are facilitated by the Dietary Manager, Social Service and Administrator and/or Designee. Fresh bread, desserts and new approved recipes are prepared for sampling. The customers discuss themed meals for the following quarter that they would like to have. The themed meals are then held once per month. The theme meal/activities are posted and the staff is encouraged to dress the part of the theme on the date of the theme meal. The residents then name the dining room for the theme of that month.

Event meals that the customers have participated in.

- a. September – Black Tie Semi Formal Dinner with customers and families invited. Main entree served Prime Rib, Shrimp Cocktail, Stuffed Flounder (see attached photos)
 - b. October – Halloween theme. Main entree served customer choice of “Haloweenees and Beenies”.
 - c. November – 50’s meal main entree served Hamburger and Hotdogs. Thanksgiving dinner entree served Roasted Turkey and Honey Ham. (see attached photos)
 - d. December - “In the Mooood”. Dairy theme day main entree served Pizza and Spaghetti.
 - e. January – Presidents Day we served Tennessee Ham, Mash Potato Puffs, Spinach Parmesan, Corn Bread and Cherry Pie.
 - f. February-Hawaiian Luau, Sweet and Sour Pork over Rice with Season Peas, Ambrosia Salad, and Dinner Roll and Frosted Banana Cake.
 - g. March-Wedding Day – Stuffed Chicken Breasts, Green Bean Casserole, Duchess Potatoes, Sunshine Salad, Dinner Roll and Wedding Cake.
 - h. April – Fisherman’s Warf – Fried Fish with Tarter Sauce, Dinner Fries, Cole Slaw, Dinner Roll and Coconut Cream Pie.
 - i. Easter Sunday meal – Baked Ham with Raisin Sauce, Baked Seat Potato, Asparagus Spears, and Dinner Roll and Ambrosia Salad.
 - j. May - Big Semi Annual Event - Current family members, staff, customers, and discharged customers/family members were invited to attend Barbeque Spring Fest. They were treated to activities, music and fun including a good ol’ barbeque meal.
 - k. June – Western BBQ – the meal of choice by the customers was Marinated Cucumber and Tomato Salad, Barbecued Ribbettes, O’Brian Potatoes, Seasoned Corn, Cheddar Biscuits and Watermelon.
7. Big semi annual event was held in May. Current family members, staff and customers, and discharged customers/family members were invited to attend Barbeque Spring Fest. They were treated to activities, music and fun including a good ol’ barbeque meal.
 8. Incorporated 10 recipes into our summer menu that had been submitted and included in our regional cookbook by our customers and family members. These recipes were analyzed by the Registered Dietician and were tested and approved before included in the menu. Cookbook is complete and a copy is included.

9. Feedback

Mrs. H – “The food is good.”

Mrs. LH – “Sweetie the food is great.”

Mrs. S – “I like my food it is great.”

Mrs. G – “You people do so good with my food.”

Mrs. B- “It’s very good, everything is good.”

Mrs., H – “I am over satisfied.”

Mrs. M – “Very good.”

Mrs. W. “I feel I am in a fine dining restaurant”.

Mrs. H. “The Aides are extremely kind and patient. Edna gets 100% of what she wants if she wants to eat it. I visit weekly but avoid meal times to keep from interfering”.

Mr. M. “The food just keeps getting better and better”.

Mr. W. “I love the new recipes and the dining room atmosphere”.

Mr. K “The goblets are too heavy for my mother to pick up”.

Satisfaction survey results went from an overall survey average of 7.24 in June of 05’ to an overall average for June 05’ through May 06’ of 9.01.

Three letters received:

Family PA

“He used to have a glass of wine each night at home. So I used to bring him grapes each day and told him “here is your chewable red wine”. It also was a good way for him to feed himself. He would rather be waited on. Thank you so much. I hope you are just wonderful. You always make people so happy. You have made my dad so happy and me too. I spoke to MM yesterday and she told me that you are now giving him grapes everyday. Thank you thank you.”

Customer HW

“I’ve been in other nursing homes and hospitals but none can compare with the nutritional excellence of my foodservice at Indian River Center. I’m not just speaking for myself; I know I reflect the feelings of everyone here at Indian River Center. If we need special dietary attention, we get it. We are given an alternative food dish in every case, and if that doesn’t please us the kitchen will prepare a special meal for the patient, being careful to stay with in the dietary limitations of the patient. Finally, we have a menu meeting once per month that gives us an opportunity to tell the kitchen what foods we like or don’t like.” It gives me great pleasure to recommend the staff of the kitchen personally at Indian River Center.”

Family MW

“My husband has been a resident of Indian River Center for approximately four years. I visit him every day and sit with him in the dining room at lunch. It is very pleasant in the dining room with all the new dishes and stemware. A new music system has been installed and soft music plays during each meal. The menu has been changed to include a variety of entrees and the resident has a choice of two. The dietary staff all wear black pants and white shirts and they are all very pleasant and helpful to all the residents. If I ever have a question or a problem Kelly is always there to help me. I have noticed the residents seem to enjoy going to the dining room for their meals. I know that my husband and I surely do.”

















LOUAI PARTY















