

Tools for Managing an Effective Housekeeping, Laundry and Dietary Program

Presented by: Emile LeDoux
April 25, 2019



5925 Stevenson Avenue • Suite G • Harrisburg, PA • 17112
1.800.320.5401 • www.LW-Consult.com

Objectives

- **Participants will:**
 - Learn the importance of starting each day with a plan.
 - Review the tools that may be used to improve department performance and gauge resident satisfaction.
 - Understand what programs to look for in an effective dining service.
 - Review housekeeping/laundry and dining deficiencies and how to avoid them.

Qualifications

- **Snyder's of Hanover (Food Safety and Quality Systems Auditor)**
 - Assisted in creating the HACCP Program.
 - Audited companies Snyder's identified as potential partners.
- **Coleman Natural Foods (Director of Food Safety and Regulatory Compliance)**
 - Created HACCP, GMP and SSOP Programs for multiple companies.
 - Wrote plans of correction for all USDA cited deficiencies.
 - Assumed management of Quality Assurance Department during a Notice of Intended Enforcement(NOIE) from the US Department of Agriculture.

Qualifications

- **HealthCare Services Group (Regional Manager)**
 - Oversight of the housekeeping and laundry departments for 72 long-term care facilities and 1,000 employees.
 - Performed more than 20 new business operational start-ups.
 - Trained and developed 14 District Managers.
- **LW Consulting**
 - Manage Housekeeping/Laundry and Dining Services Operational Assessments
 - Management Mentoring programs for Housekeeping/Laundry and Dining Services in Client Communities.

Housekeeping Services

Starting Each Day with a Plan

- **The Manager and each member of the team should have a game plan for the day/week/month.**
 - Schedules should be posted in a common area, or in the housekeepers individual housekeeping closet.
 - Schedules should include:
 - Complete Clean Rooms
 - Floor Care Schedule
 - Refinishing Schedule
 - Project Schedule
 - Overview of the plan during each morning meeting

Starting Each Day with a Plan: Complete Room Cleans

- The schedule should represent the assignment rather than an individual. (Housekeeper 100 Hall)
- Complete Room Cleans are typically scheduled for Monday through Friday.
- Residents must be notified prior to a Complete Room Clean.
- Expected time for a Complete Room Clean is at least thirty minutes.
- If the room can not be cleaned on the scheduled day, it must be moved to another day during the same month.
- All resident rooms within the community must be Complete Cleaned on a monthly basis or more frequently as needed.

Starting Each Day with a Plan: Floor Care Schedule

- For best results floors should be burnished at least once a week.
- Carpets should be extracted on a routine basis, too much extraction will lead to additional issues.
- Floors can not be burnished until after they have been cleaned.
- Floor technician must follow behind the housekeepers or clean the floor themselves.
 - Floors must be cleaned and dust mopped prior to burnishing.

Starting Each Day with a Plan: Refinishing Schedule

- Refinishing of resident rooms must be communicated with the residents of the community in advance and coordinated with the nursing team and activities.
- Expected amount of time to refinish a resident room is 3 to 5 hours.
- All belongings must be removed from the room, so a plan must be put in place not to block off the hallways.
- Hallways may be refinished with the help of a boost machine. Prep work on corners and edges can be completed during the day, but hallways must be completed at night when there is limited activity in the community.
- Plans for which rooms to refinish can be determined by a monthly inspection of the community. Some rooms will need to be refinished more frequently than others.
- By maintaining a schedule, the appearance of the floors will never drop below expectations.

Starting Each Day with a Plan: Project Schedules

- **There are many projects that are not completed on a daily basis**
 - Cleaning of wheelchairs
 - Extracting of furniture
 - Cleaning of Dietary Floors
 - Power Scrubbing of shower rooms
 - High Dusting in Laundry
- **Any projects that are completed on a semi-routine basis within the community, and must be scheduled should appear on this schedule.**

Starting Each Day with a Plan: Morning Meeting

- **As a Department Head the Environmental Services Director should come to the meeting prepared to discuss all projects that are scheduled.**
- **Clear communication is vital as many of the scheduled projects will impact other departments within the community.**
 - The Nursing Department can help make sure residents are out of bed and ready for their day prior to a scheduled room refinishing or Complete Clean.
 - Activities can have entertainment planned for residents that will be out of their rooms for an extended period of time.
 - Maintenance can schedule room repairs around refinishing projects.
 - Nursing can help move wheelchairs to an easy access point for wheelchair cleaning.
- **Copies of the schedules should be presented to the management team and provided to each nursing station .**

Starting Everyday with a Plan: Job Routines

- **Housekeeping Job Routines should include every room in the community and be delegated to a specific assignment.**
 - Use a floor plan and highlight each area based on assignment.
- **Times should be noted for completion of each task.**
 - The times do not have to be strictly adhered to, but by supplying a time of completion the housekeeper can keep themselves on schedule.
- **Set aside time for stocking carts and completing walking rounds of areas already cleaned for the day.**
 - The housekeeper should exam their areas of responsibility at the beginning, middle and end of their shift.
 - There may be new spills or overflowing trash.

Starting Each Day with a Plan

- **Even though there is a plan in place, expect the unexpected.**
 - Some items may need to be rescheduled.
 - Schedule time to complete rescheduled work.
- **The staff performs more effectively, when they understand the expectations.**
- **Staff can not make changes to the schedule without their managers approval.**
 - Staff will reschedule Complete Room Cleans to avoid rooms that are known issues.
 - They will reschedule particular rooms for days they are not working.
 - Rooms will be completely missed for the month and not scheduled for the beginning of the following month.

Tools for Success in Documentation and Training

- **The use of a quality control program within the housekeeping department will support training of the staff and improved scheduling of projects.**
- **All staff must be appropriately trained with routine retraining scheduled throughout the year.**
- **All new hires should be trained directly by the Housekeeping Manager.**
 - Staff will teach short cuts to the program.
 - The Housekeeping Manager must ensure that all training has been completed and signed off on.

Tools for Success in Documentation and Training: Daily housekeeping Quality Assurance Form

- **The Housekeeping Manager should inspect at minimum three rooms per housekeeper per day.**
 - Complete Room
 - Random Resident Room
 - Common Area
- **Routine inspections must be completed daily with the housekeeper present.**
 - Any issues must be corrected immediately.
 - Look for trends in performance
 - By completing the inspection daily, the housekeepers will look for the inspection to be an opportunity to show their performance level.
- **Documentation can be used to support positive performance or identify areas for improvement.**

Tools for Success in Documentation and Training: Resident Satisfaction Survey

- Resident Satisfaction Surveys are a great tool to gauge the residents opinion of the department.
- In order to make sure that each resident is interviewed once a month, perform a the satisfaction survey while inspection the Complete Clean Room.
- Select pertinent questions and use documentation for follow-up.
 - Is your room cleaned to your liking?
 - Is your room cleaned everyday?
 - Is there anything we can do better?

Tools for Success in Documentation and Training: Monthly Administrative Inspection

- The Housekeeping Manager should schedule a tour with the Community Administrator or Executive Director.
- The Housekeeping Manager should highlight the work that has been completed since the last tour and review the projects to be completed for the current month.
- There may be a difference in opinion about what the priorities should be.
- Using an inspection form that will designate a numerical score will help identify progress.
- Results of the tour should be used to plan projects for the following month.

Tools for Success in Documentation and Training: Housekeeping Check Off Form

- **Another useful tool is a check off form for housekeepers**
- **Benefits:**
 - The housekeeping manager can see if the housekeeper is ahead or behind schedule.
 - Admissions can see which rooms have been completed and set tours based on rooms that are completed.
 - Document beginning, mid and end of shift walk throughs.

Recommended Housekeeping Documentation

- **Monthly Schedules**
- **Work Routines**
- **In-Services**
- **Housekeeping Quality Assurance Form**
- **Administrative Facility Assessment**
- **Resident Satisfaction Form**
- **Housekeeping checklist**

Managing an Effective laundry Program

Managing an Effective Laundry Program: Questions to keep in mind

- What do you think is an appropriate par level for linen in your facility?
- Does your facility complete monthly inventories?
- Are you maximizing the poundage of your laundry equipment?
- Do you experience excessive downtime with your washer and dryers?
- Is your staff documenting lint cleaning of the dryers?
- Do you have an emergency supply of linen, and is it kept separately from your normal linen supply?

Managing an Effective Laundry Program: Determining Appropriate Par Levels

- **Required par levels will vary from community to community.**
 - Additional linen may be required for particular residents.
 - Additional linen may be required for care programs unique to your community.
- **At a minimum there must at least three of each bed linen per resident per day.**
 - One on the bed, one in storage and one in the laundry to wash.
- **Wash cloths will be used more frequently and you will typically need 8-12 per resident per day.**

Managing an Effective Laundry Program: Determining Appropriate Par Levels

- **The par level must be adjusted to the needs of the nursing staff and the residents.**
- **The facility must maintain a minimum par level or they may receive an F-Tag for improper linen levels.**
- **Delivery par levels must be determined and adjusted to meet the needs of the time and area they are delivered.**
 - The laundry department should document the time and amount of linen delivered to each unit.

Managing an Effective Laundry Program: Linen inventory

- **Linen inventory must be completed on a monthly basis.**
- **The linen inventory will be used to determine what needs to be ordered.**
- **Do not count the Emergency Linen as part of the usable linen inventory.**
 - The community may experience an emergency where there is an inability to use the washers and dryers. (watermain break)
 - Linen inventory must be washed and ready to use, stored separately from the house linen.

Managing an Effective Laundry Program: Linen inventory

- **How to conduct a linen inventory:**
 - Start the inventory in the morning after the beds have been changed.
 - Remove all linen from the soiled linen areas and bring to the soiled area of the laundry department.
 - Count the linen in all stored linen areas on the floor.
 - Count any linen leaving the laundry department until the department has caught up to the collected soiled linen.
 - Assume each bed has the appropriate level of linen
 - Count all of the linen in inventory.

Managing an Effective Laundry Program: Wash Loads

- **Washers and Dryers will vary in load capacity poundage.**
- **Underweight loads will cause**
 - the washing machines to run off balance and cause damage.
 - Reduce time management abilities.
 - Increase cost of chemicals
- **Document the wash load weights and times to evaluate the efficiency of the washing machines.**
- **Consider using a small personal washing machine for small loads of laundry.**

Managing an Effective Laundry Program: Soiled Linen Sorting

- **All soiled linen must be sorted on the side of the laundry designated for soiled linen. It must enter through the soiled side of the linen and after being processed leave through the clean linen side.**
- **The clean and soiled sides of laundry should be separated with a wall and door.**
- **Sort the linen by like materials.**
 - Terry Cloth
 - Sheets
 - Personal Clothing
 - Kitchen
- **There will be different settings for the washer depending on the type of material being cleaned.**

Managing an Effective Laundry Program: Soiled Linen Sorting

- **Laundry staff must wear personal protective equipment when sorting and loading washing machines:**
 - Thick gloves (needle sticks)
 - Protective Apron
 - Face Mask
- **Successful Sorting Reduces:**
 - Length of wash cycles and dry times
 - Damage to sheets and blankets
 - Accidental dyeing of linen.

Managing an Effective Laundry Program: Linen Washing

- **Clean and disinfecting the laundry**
 - Water usage: water will remove bacteria.
 - Mechanical: will breakup the bacteria
 - Temperature: Water temperature of 160°F for at least 25 minutes will kill micro-organisms.
 - Chemical: bacteria is killed at pH levels above 8.
- **Do not overfill washing machines**
- **The washing machines should run constantly throughout the day.**

Managing an Effective Laundry Program: Linen Drying

- **Must be transported in a clean linen cart.**
- **The laundry should remain sorted, by drying like linens they will dry at the same speed.**
- **Do not overload the dryers: will increase time required to dry, cause potential damage to the rotating drum.**
- **Do not over dry**
 - Waste of time.
 - Causes the linen to break down more quickly.
- **Cool down cycle**

Managing an Effective Laundry Program: Linen Drying

- **Drying times will vary by machine and cycle type.**
- **The lint traps should be cleaned after each load.**
 - Leading cause of Senior living fires.
 - Never dry cleaning cloths or mops, they can contain chemicals that may be combustible.
 - Oven cleaning chemicals
- **Items should be removed from the dryer immediate after the cooling cycle to minimize wrinkles.**
- **Watch for extended dry times.**

Managing an Effective Laundry Program: Personal Clothing

- **The key to a good personal clothing program is labeling the clothing as soon as it comes into the facility.**
 - Labels must be applied so they are not visible when they are in use. (dignity)
 - Interior of shirts
 - Waste band of pants
 - Inside of socks
- **Methods for labeling**
 - Applied label (recommended)
 - Sewn into clothing (Not recommended)
 - Written into the clothing

Managing an Effective Laundry Program: Personal Clothing

- **In order to successfully track personal clothing through the community the laundry department must be supplied with a list containing:**
 - The room number
 - Resident name
 - Bed number
- **The list must be updated daily to track room changes, discharges and new admissions.**
- **Dry erase board, or documentation.**

Managing an Effective Laundry Program: Personal Clothing

- **Wash personal clothing together based on location.**
- **Personal clothing should be collected daily and not left to sit in the room.**
 - Nursing staff should collect soiled personal clothing and store them in a bin in the soiled linen area.
 - Soiled linen stored in resident rooms will cause odors if not immediately removed.
 - Residents should have three days worth of clothing at minimum.
 - All personal clothing must be hung or folded and delivered.
- **Personal clothing has an added risk of shrinking due to using different material. Do Not Over Dry.**

Managing an Effective Laundry Program: Additional Notes

- There is to be no food or drink in the laundry.
- Stagger shifts, you will only need one person to come in to collect laundry and start washers. Additional staff will not be required until dryers loads are ready to fold.
- Have a work routine for each position in the department.
- Enforce delivery times and soiled linen pick-up times.
- The laundry department should have a locking door, with access only to laundry workers, to protect staff and residents from the soiled linen and laundry chemicals.
- There must be a sharps container on the soiled side of laundry.

Managing an Effective Laundry Program: Additional Notes

- **Laundry equipment should never be left unattended.**
 - Laundry employees should alternate break times so there is always someone in the department.
- **Make sure microfiber mops and rags are not washed with fabric softener.**
- **Cleaning cloths and mops must be hung to dry.**
- **Create a cleaning schedule for the laundry employees to follow when all items have been folded.**

Common Deficiencies for Housekeeping and Laundry

- **F584 Safe Environment**
 - “The resident has a right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely.
- **F584 was implemented with the new survey process on November 28, 2017.**
- **The Federal Deficiency has a large scope, covering many different areas.**
- **The new tag is a combination of seven previous F-Tags.**

Common Deficiencies for Housekeeping and Laundry

- **F252 Safe, clean, comfortable and homelike environment**
- **F253 Housekeeping and Maintenance Services**
- **F254 Clean Bed/Bath Linens in Good Condition**
- **F256 Adequate and Comfortable Lighting Levels**
- **F257 Comfortable and Safe Temperature Levels**
- **F258 Maintenance of Comfortable Sound Levels**
- **F461 Bedroom – Window/Floor, Bed/Furniture/Closet**

Common Deficiencies for Housekeeping and Laundry

- **Samples of F584 tags given since the new survey has been put in place include:**
 - Soiled wheelchairs has been a top citation.
 - Dirty air conditioner units
 - Peeling paint on door frames
 - Dirty windows in resident rooms/ cobwebs
 - Scrapes and dents in doors
 - Chipped handrails
 - Dusty overbed lights
 - Multiple accounts of tears in wheelchairs and furniture
 - Chipped wall surfaces
 - Debris on floor
 - Black scuff marks on floor

Common Deficiencies for Housekeeping and Laundry

- In 2018 the citation has was given 127 in Pennsylvania alone.
- The most sever level deficiency for this tag during the same time period was an F Level Deficiencies.

Recommended Laundry Documentation

- **Work Routines**
- **In-Services**
- **Laundry Quality Assurance Form**
- **Par Levels**
- **Wash Load Count**
- **Cleaning Schedule**
- **Personal Laundry Tracking**

Dining Services

Dining Services: Questions to Keep in Mind

- Are the thermometers in the dining department calibrated on a schedule?
- How comfortable are you with the documentation in Dining?
- Does your staff eat the meals that you prepare for your residents?
- Do you provide monthly training to your team?
- Do you have a program to monitor the temperatures of leftover food?
- Do you have food set aside for an Emergency?

Dining Services Food Storage

- **Federal regulation F812: “Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards”**
- **In 2018 the citation was given 263 times in Pennsylvania.**
- **During the same time period the highest deficiency level cited for this regulation was an F Level.**

Dining Services Food Storage: Receipt of Deliveries

- **The community may only order food from approved vendors.**
 - Must be able to provide proof of inspections.
- **Upon arrival the delivery must be inspected**
 - Inspections must be documented
 - Refrigerated trucks must be used to transport frozen and refrigerated stock.
 - Temperatures must be documented on incoming stock.
 - Nothing may be placed in storage until the delivery has been inspected and accepted.

Dining Services Food Storage: Receipt of Deliveries

- The delivery driver cannot leave the facility until the products have been inspected and approved.
- Verify all of the ordered product is present and does not have signs of broken seals, tears, punctures or pest activity.
- Verify the product is within code date.
- All supplies must be stored immediately after receiving.
- Inspection form should include:
 - Date
 - Product/Supplier
 - Temperature
 - Accepted/Rejected
 - Quality Comments/Initials

Dining Services Food Storage: Dry Storage

- Storage area must be well ventilated with adequate lighting and humidity control.
- Access to food storage should be limited to dining services personnel, and locked when not in use.
- Plastic containers with tight fitting lids must be used for unboxed foods.
- All containers must be legibly and accurately labeled.
- Scoops are not be stored within containers, they are to be kept in a protected area near the container.

Dining Services Food Storage: Dry Storage

- **All stock must be rotated with each new order received.**
 - Use FIFO(First In – First out)
 - Old stock is always used first
 - Food must be dated when it is placed on shelving
- **Food must be purchased in quantities that can be properly stored.**
- **Food is stored a minimum of six inches above the floor and eighteen inches from the ceiling or sprinkler heads on clean racks or other clean surfaces, and is protected from splash, overhead pipes, or other contaminates.**

Dining Services Food Storage: Cold Storage

- Perishable food must be refrigerated immediately to ensure nutritive value and quality.
- Refrigeration temperatures are to be thermostatically controlled to maintain food temperatures below 41°F.
- All refrigerators must be kept clean and in good working order.

Dining Services Food Storage: Refrigeration

- **Temperatures for the refrigerators must be under 41°F. Thermometers must be checked and documented multiple times a day.**
- **Every refrigerator must be equipped with an internal thermometer.**
- **When possible store Ready-to-Eat foods separately from raw foods. When there are space limitations, Ready-to-Eat foods may be stored above raw meat, poultry and seafood.**
- **Frozen food that is being thawed in the cooler must be stored below ready-to-eat food.**

Dining Services Food Storage: Refrigeration

- **Cooked food must be stored above raw foods to prevent contamination.**
- **All food must be covered, labeled and dated.**
- **All foods must be stored to allow for circulation.**
- **Refrigerated food must be stored upon delivery and careful rotation procedures must be followed.**
- **No product should ever be stored on floors, even momentarily.**
- **Never prop open cooler doors.**

Dining Services Food Storage: Leftovers

- Leftovers can be used for soups or as alternate meals.
- Leftover food temperatures must be monitored to ensure the food is cooled in the proper manner.
- All leftover containers must be labeled and dated.
- Leftovers can not be used for puree foods.
- Pureed foods that were not used during meal service can not be kept as leftovers.
- Left overs must be cooled using the two-step cooling method.

Dining Services Food Storage: Leftovers

- **Two step cooling method:**
 - Leftovers must be cooled from 135°F to 70 °F or below within two hours. If the food has not been cooled to 70 °F or below within two hours, it must be reheated and the cooling method must be started over.
 - If the food reached a temperature of 70 °F or below in two hours, then the food has an additional four hours to reach a temperature below 41 °F. If the food has not reached a temperature below 41 °F in six hours it must be disposed of.
 - Food temperatures are to be recorded each hour of the cooling process.

Dining Services Food Storage: Personal Observations

- Condensation from the cooling unit freezing to food boxes.
- Unlabeled and undated foods
- Foods not stored properly
- Thermometers that are broken or have not been calibrated.
- Dust on fans
- Dirty walls and floors
- Product stored on the floor
- Meats stored in the wrong order. (Lack of training)

Dining Services Food Storage: Personal Observations

- **Staff food stored in coolers**
 - No labels or dates. Food is often expired or lacks expiration.
- **Food not placed in a container, exposed food**
- **Old cans of food used to prop open dry storage.**
- **No policy or documentation for left overs.**
- **Glass missing from thermometers.**
- **Pooling water/ice on floor**
- **Bolts missing inside ice machine**
- **Look up: condensation over clean equipment**

Kitchen Inspections

- **Inspections of the food storage, service line and Dining Rooms.**
- **Inspections should be conducted during each meal service.**
- **Inspection forms will vary but should include sections on:**
 - Hygiene
 - Food Storage
 - Equipment
 - Chemicals and Sanitizing
 - Cleaning
 - Meal Service

Kitchen Inspections

■ Hygiene Section

- Employees in proper uniform
- Clean aprons
- Hair restraints covering in use
- No personal food or beverages
- Minimal jewelry
- Fingernails short and clean
- Soap and towels at hand sink

Kitchen Inspections

- **Food Storage:**
 - Food stored 6” off the floor and covered
 - Raw meats/shell eggs on bottom shelf
 - Food thawed properly
 - Food cooled properly
 - Foods labeled and dated
 - Thermometers in working order and documented.

Kitchen Inspections

- **Equipment:**
 - Hot and cold water available
 - Hand sinks working and accessible
 - Thermometers provided and calibrated
- **Chemicals and Sanitizing**
 - Dish machine final rinse 180°F/correct ppm for sanitizer
 - 3 compartment sink setup correctly
 - Sanitizers spray bottles labeled
 - Chemical test strip available/documented

Kitchen Inspections

■ **Cleaning:**

- Are equipment surfaces clean and sanitized?
- Are trash cans covered/ are they emptied?
- Is the dumpster area cleaned with lid closed?
- Are clean dishes/pots/cups, etc. free of standing water. Are they dried in a manner to reduce the likelihood of pest activity.
- Create and maintain a cleaning schedule.

Kitchen Inspections

- **Meal Service:**
 - Which meal service is being documented?
 - Are gloves worn when handling food?
 - Are gloves changed at appropriate times?
 - Plates handled by edges only?
 - Second helping served on new plate/bowl?
 - Meal ticket available and used?
 - Recipe available and being used for meal being prepared?
 - Correct ingredients? Accurate measurements?
 - Does the finished product have the right consistency?
 - Are temperatures documented?
 - Is the food covered when not being served?
 - Are the correct sized service tools being used?

Resident Satisfaction Surveys

- **Verification of test trays**
- **Documented follow-up with the residents on:**
 - Food taste
 - Food appearance
 - Food temperature
 - Overall satisfaction of the meal
 - Recommendations for improvements
 - Make sure to document which meal was served to the resident.

The Dining Experience

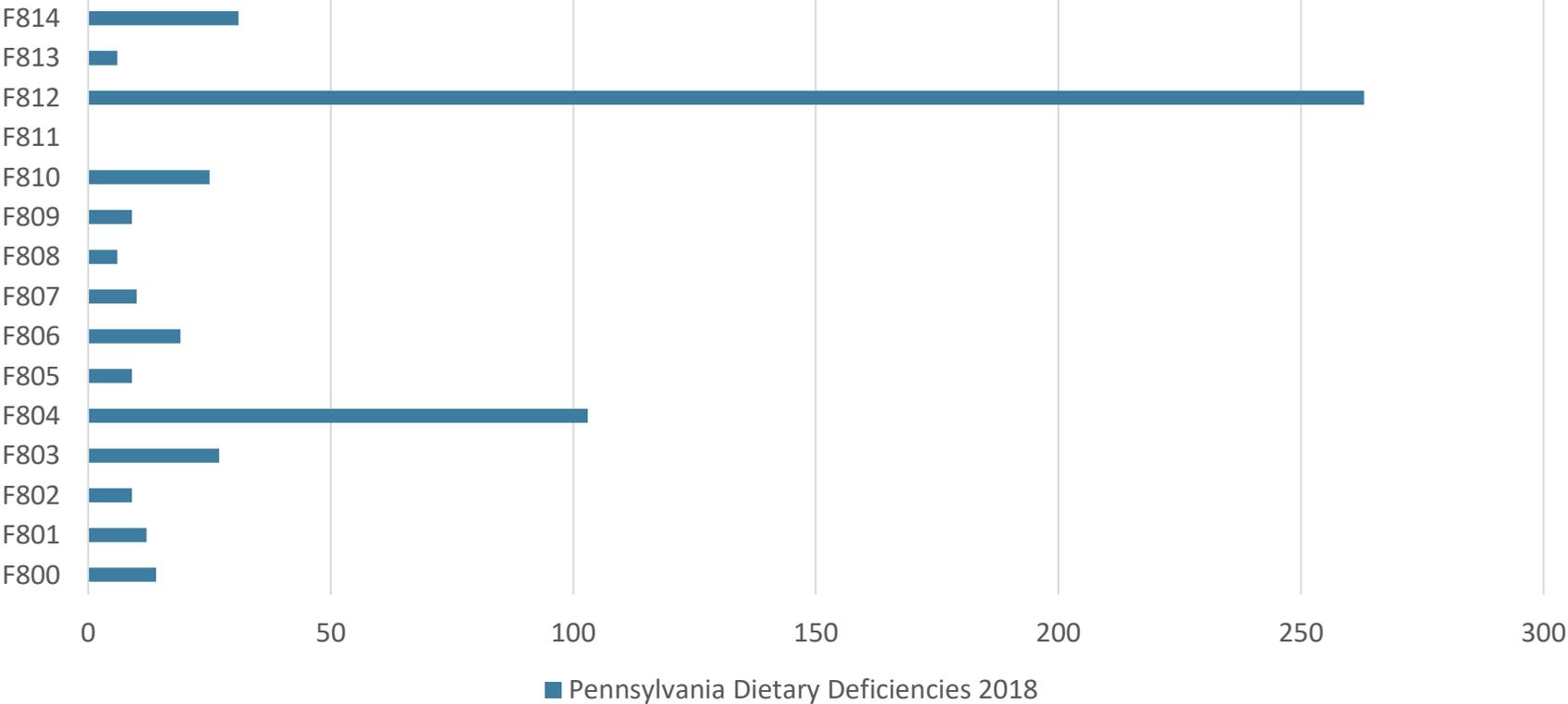
- **For many residents meal time is the highlight of their day, and something they look forward to.**
- **Every attempt should be made to enhance the dining experience.**
 - Dignity: meal service
 - Presentation: garnishments
 - Social experience
 - Food choices
 - Room ambiance

The Dining Experience

- **Residents expect a higher level of service.**
- **Options on where and what to eat.**
 - Casual Dining
 - Fine Dining
 - Cafes
 - Bistro

2018 F-Tag Data

Pennsylvania Dietary Deficiencies 2018



Common Food and Nutrition Deficiencies

- **F800: The facility must provide a nourishing, palatable, well balanced diet that meets his or her daily nutritional and special diet needs, taking into consideration the preferences of each resident,**
- **In 2018 there were 14 cited deficiencies in Pennsylvania.**
- **Highest level of deficiency was an F.**
 - Variety of meals
 - Meals meet nutritional needs of resident
 - Alternate meals
 - Accommodations for resident choices

Common Food and Nutrition Deficiencies

- **F801: The facility must employ sufficient staff with the appropriate competencies and skills set to carry out the functions of the food and nutritional service, taking into consideration resident assessments, individual plans of care and the number, acuity and diagnoses of the facility's resident population in accordance with the facility assessment.**
- **In 2018 there were 12 cited deficiencies in Pennsylvania.**
- **Highest level of deficiency was an F.**

Common Food and Nutrition Deficiencies

■ F801 Continued

- Meals match the documented assessment needs
- Dieticians, Managers and staff are qualified for the work they perform.
- Certified Dietary Manager:
 - Prior to 11/28/16 has until 11/28/21 to become certified.
- Concerns with the residents food and/or nutritional status.

Common Food and Nutrition Deficiencies

- **F802: The facility must provide sufficient support personnel to safely and effectively carry out the functions of the food and nutrition service.**
- **In 2018 there were 9 cited deficiencies in Pennsylvania.**
- **Highest level of deficiency was an F.**
 - Meals must be delivered at the scheduled times.
 - Hot foods are expected to be delivered hot, cold foods delivered cold.
 - Use observation and interviews to ensure the facility has appropriate staff to meet the needs of the residents.

Common Food and Nutrition Deficiencies

- **F803: Menus and nutritional adequacy:**
 - Menus must meet the nutritional needs of the resident, be prepared in advance and be followed,
 - The facility must make a reasonable effort to meet the religious, cultural and ethnic needs of their residents
 - Menus must be updated periodically.
 - Menus must be reviewed and approved by the dietician.
 - The resident has the right to make personal dietary choices.

- **In 2018 there were 27 cited deficiencies in Pennsylvania.**

- **Highest level of deficiency was a G.**

Common Food and Nutrition Deficiencies

■ F803 Continued

- Changes must be made to residents personal menu based on changes in the most current comprehensive assessment.
- Individual resident food plans must meet their nutritional needs and preferences.
- Repetitive menus, short rotations.
- Menus not matching the food being served.

Common Food and Nutrition Deficiencies

- **F804: Each resident receives and the facility provides food prepared by methods that conserve nutritive value, flavor and appearance. Food and drink that is palatable, attractive and at a safe and appetizing temperature.**
- **In 2018 there were 103 cited deficiencies in Pennsylvania.**
- **Highest level of deficiency was an F.**
 - Issues with prolonged food storage
 - Issues with preparation reducing nutritional value.
 - Long hold times

Common Food and Nutrition Deficiencies

- **F804 Continued:**
 - Is food seasoned appropriately
 - Pleasant odor, appearance and taste
 - Is food prepared right before service (Nutritional value)
 - Does the facility respond to resident council complaints

Common Food and Nutrition Deficiencies

- **F805: Food is prepared in a form designed to meet individual needs.**
- **In 2018 there were 9 cited deficiencies in Pennsylvania.**
- **Highest level of deficiency was a G.**
 - Is the food prepared to meet the resident's needs based on assessment and care plan?
 - Does the resident have difficulty chewing or swallowing their meal?
 - Is the food cut, chopped, ground or pureed to meet individual resident's needs?

Common Food and Nutrition Deficiencies

- **F806: Each resident receives food and drink that accommodates their allergies, intolerances and preferences. Residents are provided appealing options of similar nutritional value when they choose not to eat food that is initially served or request a different meal choice.**
- **In 2018 there were 19 cited deficiencies in Pennsylvania.**
- **Highest level of deficiency was a G(2).**
 - Make sure facility is tracking allergens
 - Alternate meals meet nutritional value.

Common Food and Nutrition Deficiencies

- **F809: Residents must receive three meals a day comparable to normal mealtimes in the community. There must be no more than 14 hours between a substantial evening meal and breakfast the following day, except when a nourishing snack is served at bedtime, up to 16 hours may elapse between a substantial evening meal and breakfast the following day if a resident group agrees to this meal plan. Suitable alternative meals and snack must be provided to residents who want to eat at non-traditional times.**
- **In 2018 there were 9 cited deficiencies in Pennsylvania.**
- **Highest level of deficiency was an F.**

Common Food and Nutrition Deficiencies

- **F812: Food Safety Requirements:**
 - Procure food from sources approved or considered satisfactory by federal, state or local authorities.
 - Store, prepare, distribute and serve food in accordance with professional standards for food service safety.
- **In 2018 there were 263 cited deficiencies in Pennsylvania.**
- **Highest level of deficiency was an F.**

Common Food and Nutrition Deficiencies

■ F812 Continued:

- Food storage reviewed earlier.
- Proper time and temperature control of food.
- Employee hygiene
- Inadequate cooking and improper holding temperatures
- Contaminated equipment
- Unsafe food sources
- Employee health
- Hand washing, gloves and antimicrobial gel
- Hair restraints/jewelry/nail polish
- Food receiving and storage
- Safe food preparation

Common Food and Nutrition Deficiencies

- **F814: Dispose of garbage and refuse properly.**
- **In 2018 there were 31 cited deficiencies in Pennsylvania.**
- **Highest level of deficiency was an F.**
 - Are garbage containers intact without leakage?
 - Is the area around the dumpster clean with lids in place?
 - Are areas used for garbage disposal and clean food transport kept clean?

Recommended Food and Nutrition Documentation

- **Work Routines**
- **In-Services**
- **Receipt of Deliveries**
- **Leftover Temperature Log**
- **Kitchen Inspection Form**
- **Resident Satisfaction Survey**

Closing

- **Many of the documents we have discussed can be used with QAPI to track improvements within each of the departments.**
- **Resident Satisfaction Surveys and Resident Council Meetings are crucial opportunities for feedback.**

Bibliography

- Services, D. o. (2017, November 22). *https://www.cms.gov/*. Retrieved from CMS website: https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/som107ap_pp_guidelines_ltcf.pdf
- **U.S. Centers for Medicare & Medicaid. (n.d.). *Nursing Home Compare*. Retrieved from www.medicare.gov/: <https://www.medicare.gov/nursinghomecompare/search.html?>**

Questions