

SELF SURVEY MODULE

483.35 DIETARY SERVICES

TAG F364

REGULATION: F364 (d) Food

Each resident receives and the facility provides--

- (1) Food is prepared by methods that conserve nutritive value, flavor and appearance;
- (2) Food that is palatable, attractive and at the proper temperature.

INTENT:

The intent of this regulation is to assure that the nutritive value of food is not compromised and destroyed because of prolonged food storage, light and air exposure; prolonged cooking of foods in a large volume of water, prolonged holding on a steamtable and the addition of baking soda. Food should be palatable, attractive and at the proper temperature as determined by the type of food to ensure residents' satisfaction. Refer to 483.15 (c) and/or 483.15 (a).

DATA COLLECTION:

OBSERVATIONS:

1. Purchasing and Receiving
 - a. Are the products rotated for freshness?
 - b. Are storage refrigerators and freezer temperatures monitored and documented daily?
2. Production Equipment
 - a. Is there adequate production equipment for the type and style of the menu?
 - b. Is the equipment clean and in good repair?
3. Smallwares
 - a. Are there adequate smallwares and portioning utensils?
 - b. Are they clean and in good condition?
 - c. Are they stored appropriately?
 - d. Are food thermometers available?
 - e. Have they been calibrated recently?
4. Kitchen Facilities
 - a. Is the kitchen clean and in good repair?
5. Meal Preparation
 - a. Are foods properly prepared and seasoned per the recipe?
 - b. Are meats tender and moist and an appropriate color?
 - c. Are vegetables tender, retain color, texture, properly drained and free of excess grease?
 - d. If cooked leftovers were used, were they dated when stored and used within appropriate time frames? Were they heated to a minimum of 160F?
 - e. Are foods prepared too far ahead of service causing loss of palatability and nutritional content?
 - f. Is food appearance attractive?
 - g. Are food temperature checks completed at each meal service and documented?
 - h. Are plate warmers, the steamtable and infrared warmers preheated?

- i. What time was the food put into holding units prior to service?
 - j. Are cold foods maintained at cold temperatures during service?
 - k. Is trayline quick and organized / are portion controls in place?
 - l. Do meals leave the kitchen in a timely fashion?
 - m. If food is transported, is the equipment adequate to maintain temperatures?
 - n. Was the equipment preheated or cooled?
 - o. Is food merchandising and plate garnishing in place?
 - p. Are normal accompaniments available with food items e.g. lemon and tartar sauce with fish?
 - q. Is there a monitoring procedure in place to identify, prevent and correct problems e.g. test trays?
6. Staff Development
- a. Are staff appropriately uniformed?
 - b. Are staff using good sanitary practices?
 - c. Daily production staff meetings?
 - d. Management visibility in service areas?
7. Dining Area (objective evaluations)
- a. Interview residents who have complained about the taste or temperature of food.
 - b. Note the length of time it takes for food to get delivered to residents.
 - c. Are pureed foods at the consistency as ordered on the diet order?
 - d. Request a test tray to go to the affected area or to the unit which is the greatest distance from the kitchen. Check food temperatures and palatability of the test tray at about the time the last resident on the unit is served and begins eating. Do they meet minimum standards?
 - e. Do staff offer to reheat food if the temperature is not suitable for the resident?
 - f. Is adequate time spent with each resident who needs assistance?

DOCUMENTATION:

- 1. Menus, recipes and production sheets
 - a. Are cycle menus in place?
 - b. Is a recipe file available and used?
 - c. Are weekly recipe books set up based on the menu cycle for ease of use?
 - d. Are food production worksheets used?
 - e. Are all documents appropriately approved i.e., menus and extensions are approved by a Registered Dietitian?
- 2. Purchasing/Receiving
 - a. Are food quality standards of the facility specified?
 - b. Are approved vendors used?
 - c. Are there an adequate number of deliveries made per week?
- 3. Staff Development
 - a. Are the following procedures in place -- orientation, ongoing staff training, outside skills training?
 - b. Are regular formal, written departmental audits completed by in-house management staff?
- 4. MDS, Nutritional Status RAP, Care Plan, Nutrition Notes and Resident Council Minutes
 - a. Has the resident lost weight?

- b. Does the resident complain about the taste of many foods?
- c. Does the resident leave 25% or more of food uneaten at most meals?
- d. What kind of diet is the resident receiving?
- e. Does the resident have drug induced anorexia?
- f. What does the care plan say regarding food?
- g. What do nutrition notes say regarding achieving resident goals and food satisfaction?
- h. Do Resident Council Minutes address food complaints? If so, what is the facility response?
- i. If there is a nutritional problem, what does the nutritional status Resident Assessment Protocol say?
- j. Has the resident or a family member filed a grievance concerning food? If so, what is the facility response?
- k. Has a resident satisfaction survey been taken and if so, what are the results?

INTERVIEWS:

RESIDENT INTERVIEWS:

- 1. Tell me about the food here.
- 2. Is the hot food hot and the cold food cold?
- 3. Do you have any diet restrictions?
- 4. How does your food taste?
- 5. Are staff checking back with you for satisfaction or correction after your entree is served?
- 6. Is your food served at a temperature that you like?
- 7. If no, will staff reheat the food or make a substitution?
- 8. Is any particular meal a problem?
- 9. Has the resident notified a staff member of any problems? What does the resident say was the staff member's response?

GROUP INTERVIEW:

- 1. Is the hot food hot and the cold food cold?
- 2. Are the meats tender, moist and an appropriate color?
- 3. Are the meals generally on time or late?
- 4. If you had a concern about the food, did you tell the staff? What was their response?

NURSING STAFF INTERVIEW:

- 1. How do you get feedback about a resident's food satisfaction?
- 2. How do you address residents' complaints regarding food?
- 3. What do you do if a resident has a complaint about the meal taste or flavor?
- 4. What do you do if the resident has a complaint about the food temperature or appearance?
- 5. If the resident is not consuming portions of their food, is nursing staff aware and what are they doing about it?

DINING STAFF INTERVIEW

- 1. How do you monitor the quality of food at resident receipt?
- 2. What have been the results of your food monitoring?

3. Have there been any food complaints from the Resident Council?
4. What is being done about those complaints?
5. What do you do when a resident has a complaint about the food?