



Petersburg Medical Center

Food & Nutrition Services (F&NS) / Dietitian Report May 2024

Workforce Wellness

The Food & Nutrition Services (F&NS) Department has had many employee updates/changes. We lost a couple of cooks over the holidays, but recruited 2 new ones and are fully staffed since January 2024! One FT cook returned to work in January from FMLA leave, but the same cook is expecting to go out on FMLA again before the end of the year. Two Diet Aides (one FT, one PT) are on modified duties due to medical issues. We have been able to accommodate the modified duties so far and hope that at least one of the Diet Aides will return to full duties in time. Surprisingly, half my team is part-time, and that's what they want to be. The nice thing about this has been that there are enough people to cover shifts when we have someone on vacation or PTO.

Through the Wellness Department, I order snacks for the employee snack program. We provided snacks and coffee for the health fair blood draws this spring.



Appetizer plates at Easter Dinner 3/29/24

Community Engagement

Collaborating with the LTC activities department, we have been hosting special meal events on or around a holiday. An Easter family dinner was held on Good Friday 3/29/24 and we had 16 guests from the community. We also provided to-go dinners for the Easter dinner that were delivered to the participants of the Cedar Social Club's homes (see below for more on that). We provided a Valentine's Day lunch meal with LTC residents and 10 guests from the community. Both Christmas and Thanksgiving dinners were held the day before each holiday, with 20 and 24 guests, respectively. These events have been very successful and attendance changes from holiday to holiday, capturing different members of the community. The next event will be a picnic for Memorial Day 5/27/24 from 11:00am-2:00pm. Please come by if you can!

In December 2023, we started providing lunch meals for the Cedar Social Club (the Home Health program at the PIA building). We started with 2 days per week and are now up to 4 days per week. We provide the meal on the LTC/hospital menu with a few additions like a side salad and a dessert. The meals are picked up by a home health staff member and dirty dishes returned later in the afternoon. The equipment used to transport the meals was already here, a remainder of a kitchen remodel many years ago. This service has been well received by the guests and families who attend the Social Club.

Patient Centered Care

I am actively working on a new menu for the PMC LTC and hospital. The last revision to the menu was implemented in September 2023, but the next menu will be all new meals/recipes using our new program "Dining RD". This software also manages my tray cards which was implemented in November 2023. These tray cards have the name of the resident/patient, room number, food and beverage preferences, and any extra information needed to get their meal to them. When the new menu is implemented, it prints on these meal cards and the menu will be printed on the ticket that accompanies each tray.



Appetizer & dessert boxes sent to Social Club participants 3/29/24

Since our Medicare Survey, we implemented an "always available" menu residents/patients can order from if they don't like the meal. Several people take advantage of this each week. Our next departmental goal will be to

start taking meal orders for all residents/patients who are able to make meal choices so they have a say in what is served to them. When we get to this next phase of taking orders, they will get to choose their meals before they are made and sent.

The Medicare Survey in March highlighted a few areas for improvement within the department. One of which was cited in the Survey results regarding the altered texture diets, specifically the Minced & Moist (MM5) diet. This is a tricky diet to get right, and I am working with each cook individually to try to execute it better. Aside from the survey, we continue to work on other areas to improve as part of our overall improvement process.

Facility

My main concern on my last board report was the grease traps. I am happy to report that one of the grease traps (the one in most constant use) has been replaced with a new unit and is working great. The second grease trap will be replaced with a garbage disposal instead of a grease trap, which makes better sense for the sink it is attached to.

On 11/4/23 and 2/15/24 the 6-burner stove top in the kitchen malfunctioned. Both times were similar issues with the burners related to the electric relays, which have since been replaced. However, it is noteworthy that we replaced those same relay units 4 times in the last 2 years. This unit has been approved for replacement and I am actively obtaining quotes.

We have had ongoing problems with the main convection oven related to the motor and doors and we have had to completely stop using this oven. Although maintenance continues to repair, the issues recur. I am actively obtaining quotes on the replacement of the oven. My hope is to keep cost down by choosing the same brand so that it will fit atop the cabinet we already have. This equipment (oven and cabinet) will be coming with us when we move to the new hospital building.

What would be a Board Report without mentioning the walk-in freezer? It had been working correctly for months until it went out on 5/7-5/8/24. A repair was made, but the HVAC technician recommends replacing the condenser. This is a new development, and I am sure there will be new information soon. My hope is that the replacement unit will be able to come with us to the new hospital building.

Financial Wellness

We are a very equipment heavy department. With all the equipment and supplies that we obtain, I am always focused on what is useful both now in the current building, and later in the new hospital building. There is no sense in replacing things that won't be useful long-term.

Being fully staffed has greatly reduced overtime within the department.

I reported last time that I am hoping to start bringing in some revenue to the F&NS department by offering meals to staff. My hope is to start making/offering salads to staff, then hot meals (based on the hospital/LTC menu). This remains a goal of my department.



Pictured 4 variations of dessert (clockwise from top-left): puree cheesecake, angel food cake for Low Lactose diets, crustless cheesecake for Soft & Bite Size & Minced & Moist diets, and regular cheesecake as on menu.

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