



Petersburg Medical Center

Food & Nutrition Services (F&NS) / Dietitian Report October 2023

Workforce Wellness

Through the Wellness Department, I order snacks for the employee snack program.

As the interim manager of the Food & Nutrition Services (F&NS) Department we have had many employee updates/changes including one FT staff member on FMLA (expected return January 2024), and one FT staff member who had major medical incident causing unexpected time off and cutting-back of hours (unsure if/when they will return to full duties).

Community Engagement

In September the F&NS department provided a catering of breakfast and lunch for a 3-day event for nursing.

We put out a poster campaign in the community to recruit new employees, which has resulted in several previous employees returning to PMC and a fully staffed F&NS team.

Patient Centered Care

The PMC LTC and hospital menus were updated twice this summer with new menu items. The last revision was implemented in September.

On my last report I mentioned that diet accuracy has improved significantly with the implementation of traycards. This is a way to reference every patient's diet, beverages, portions, and preferences all on one card that the kitchen staff use to set up the trays. This is currently a manual process and I am happy to report that we have obtained access to a new software that will help us manage this digitally. I intend to implement this with a winter menu within the next 1-2 months.

I have completed a Quality project in coordination with the IT department to improve the records sent to the kitchen. We are now receiving notifications of diets changes from Cerner to the kitchen from all levels of care (LTC, AC, and Swing). We are still trying to improve the way Cerner sends a meal-by-meal print-out.

Through QA we have implemented a Food Nutrition Service customer satisfaction survey to patients receiving meals in the hospital to help identify areas that we are doing well and areas that need improvement. The data suggests that patients are happy with the appearance and variety of the food and that areas of improvement are temperatures of the food at delivery. Since becoming manager of the F&NS department, I have started a new process of holding food hot using the wells from the old steam table. We set them up on the stove top (with water in them) and have created a make-shift steam table for each meal. Attached are pictures of how it was done before this process and how it looks now. This has greatly improved the hot food temperatures when they are plated and I expect to see the results of this in the customer satisfaction survey in the near future.



(LEFT) Before:
food held in oven
or on stove and
set on counters to
serve each plate



(ABOVE & BELOW) After:
food held on stove with steam
table set-up or in oven (and
served directly out of oven)



Facility

On my last report I spoke about our walk-in freezer that was having major issues holding the correct temperature. I am happy to report that the two fixes that the Maintenance team made have extended its life and it is now functioning correctly. The two fixes were fixing the latching mechanism at the door that triggers the fan to kick on/off and insulating the exterior of the “box.”

My main concern at this time is the grease traps that have not been functioning properly. Cleaning the grease traps is a very physically demanding process, which is concerning. I have been working with the Maintenance manager and it was determined that both grease traps need to be replaced. We researched different options (and toured the Hammer & Wikan deli to see what they are using) and decided to go with a different company because of its ease of daily upkeep and it will be easier to do a total clean-out/emptying. One grease trap is on order now to replace the one at the sink that is the most heavily used (and causes the most problems). If that one works as expected, we will replace the other with the same product. We are still researching the best way to dispose of the wastewater when we do a full clean-out, and the Maintenance manager has reached out to a local company for disposal.

Financial Wellness

I am expecting that with full staffing in the F&NS department we will be able to reduce overtime significantly within the department.

I am developing a process to start bringing in revenue to the F&NS department in the form of providing catering to different departments (like providing breakfast and lunch for the recent nursing event in September), and offering meals to staff. My plan is to start making/offering salads to staff, then hot meals (based on the hospital/LTC menu). I have been working with the finance department to develop and plan a method to charge staff.

This month I met with our representative from our major food vendor, US Foods. He showed me how to submit credit requests for spoiled and damaged products. I have been diligently checking all our orders for accuracy and submitting credit requests as needed. So far, every order that I have placed has required credit submissions. This is normal for all healthcare kitchens but I feel PMC has a little more than other kitchens I've worked in because of the barge causing more handling and longer delivery time from warehouse to facility.

Submitted by: Jeanette Ely, RDN
