

PEAK 2.0 SAMPLE ACTION PLAN – FOOD

ACTION PLAN

Facility Name: Example 5 Nursing Home	Provider Number:
Domain: #1 Resident Choice	Action Plan Contact:
Core: #1 Food	Phone number and/or e-mail:

WHAT HAS BEEN WORKED ON IN THIS CORE AREA SINCE STARTING THE PEAK 2.0 PROCESS?

Currently we are providing residents with menu options of two entrees, vegetable, starch, dessert, wheat or white bread and multiple drinks. Dining room hours for breakfast are 7:30-8:30 for a hot meal and 8:30 to 9:30 or 10:00 for a continental breakfast. Lunch starts at 11:50 and is kept warm as needed. Supper starts at 5:25. At breakfast the residents are provided a menu to complete for the noon and evening meal. Staff assists those who need assistance. For breakfast a menu is provided and the resident makes choice from juice, fruit, scrambled or poached egg, bacon or sausage, hot or cold cereal and toast. Another option is also offered whether it be a danish, pancake, muffin, french toast etc. Staff encourages residents to take meals in the dining room for socialization but if a resident requests meal trays to their room their choice is honored. Meal trays are delivered one at a time to keep warmer temperature. Hot foods are served on a plate warmer. Food and drinks are available 24 hours. Snack baskets are placed in an area accessible by residents to accommodate those who are wheelchair bound or placed up within reach of standing residents. Single serve snacks such as cookies, cereal, granola and fig bars, assorted chips and snack crackers etc. are available. The refrigerator is stocked with a variety of sodas, juices, single serve packaged fruits, yogurt, and a variety of sandwiches. A variety of ice cream, sherbet and ice cream bars are in the freezer. Milk, coffee, ice tea, hot chocolate and water is always available as well. Fresh ice water pitchers are passed at various times throughout the day. A snack cart is passed at 10:00, 2:00, and HS. A main snack is picked by the kitchen and is served along with the individual snacks (as what is in the snack baskets). During Resident’s Council the CDM asks residents if there is a food choice they would like but generally not served. Also meals are discussed at each Resident’s care plan. The dining room has been painted with color instead of leaving the walls white. Prints have been hung on the walls to create a warm welcoming feel. Foods are prepared in the kitchen and brought to a steam table. Kitchen staff places side dishes and some drinks at the tables as Residents arrive in the dining room. Nursing staff goes to the steam table and brings the resident plate. Cloth napkins are used. Silverware is nicely rolled up in the napkin as is often seen done in restaurants.

Goal/Supporting Practice: Residents choose what, when, and where they eat.

OBJECTIVE(S)	ACTION STEPS	RESPONSIBLE PERSON(S)	TARGET COMPLETION DATE	COMPLETE ✓
Based on Resident input, each meal will offer two daily choices for am, noon, and pm meal, in addition to an always available menu (available from 6:30 am- 7 pm) by 10/30/16.	Food team (DON, ADON, CDM) will meet and develop a team to add two dietary aides and two nursing aides. Team leader will be chosen. Team meeting times will be developed to provide ongoing discussion and ideas.	Marlena Olivia Ethan	5-31-16	
	Team will view PEAK education clip on Resident choice.	Team leader Isa	6-15-16	

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	Article in newsletter to notify families/invite families to be part of the team.	Isa	6-15-16	
	Team members will be assigned certain residents and/or surrogate to visit 1:1 to get ideas for an always available menu.	Team leader	7-1-16	
	Create resident list for each team member	Team leader	7-1-16	
	ADON and CDM will compile ideas and create a sample menu for review.	Ethan Olivia	7-21-16	
	Team discussion: <ul style="list-style-type: none"> • Team will meet to review sample menu. Storage space and availability of foods will be reviewed. • Meal times will be reviewed to increase dining hours (more opening dining). • Determine proposed meal hours and brainstorm work teams impacted by the change. Determine next steps to working with impacted teams. 	Olivia/team	8-5-16	
	Follow up on storage and food availability needs. Follow up with teams impacted by hours change to develop a plan.	TBA	9-1-16	
	Work with housekeeping team to determine if meal times impact their cleaning schedule. Help the team make an action plan to adjust cleaning duties/times of dining areas.	Ethan		
	Menu ideas will be discussed in Resident Council. Will set a resident/family group meeting date to review the always available menu plan and discuss open dining times.	Olivia	8-15-16	
	Have Resident/Family meeting.	Marlena Ethan	9-2016 (TBA)	

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	Develop training outline for nursing and dietary staff	Olivia	9-15-16	
	Set training dates.	Olivia Ruth	9-9-16	
	Nursing and Dietary staff will be educated on the always available menu.	Marlena Olivia	10-15-16	
	Always available menu will be reviewed by practitioners and Registered dietician and liberalized diets will be discussed.	Marlena Ethan	9-20-16	
	CDM will develop preparation sheets for all always available menu ideas.	Olivia	9-2016 (TBA)	
	Always available menu will be developed and placed at each resident table. Always available menu will be distributed each resident that takes meals in their room.	Team leader will delegate	10-30-16	
	Start new dining hours and menu plan.	Olivia	10-30-16	
	Ask for volunteers at resident council to be on a Food committee.	Marlena	10-15-16	
	Meet with resident volunteers to determine the format of the Food committee.	Marlena	TBA	
	Establish regular meeting times for the food committee.	Marlena	TBA	
	Dietary staff go from table to table and converse with residents/families regarding meal and drink options.	Team	Ongoing	
	Set quarterly Resident/Family meetings.	Ongoing		
Residents will choose a special snack daily verses the already individual packaged snack by 10-1-2016.	Food team (DON, ADON, CDM) will meet and develop a team to add two dietary aides, AD and SSD. Team leader will be chosen. Team meeting times will be developed to provide ongoing discussion and ideas.	Marlena Olivia Ethan	5-31-16	

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	Team will view PEAK education clip on Resident choice.	Team leader	6-15-16	
	Team members will volunteer to talk with 5-8 residents each and/or surrogate to visit 1:1 to get ideas for special snacks.	Team leader	7-1-16	
	Create resident list for each team member	Team leader	7-1-16	
	Team will meet and compile snack ideas; discuss best time to have snack served to Resident's, sanitation etc.	Team leader	8-1-16	
	Discuss in Resident's Council and Food committee for Resident input on time of day to serve special snack, make schedule of snacks, discuss option of Resident's preparing snacks in activities etc.	Rowan Isa	Ongoing	
	Discuss plan in Nursing and Dietary Staff Meeting and provide education as needed.	Marlena Olivia	Ongoing	
	Start Plan	Rowan Isa Olivia	10-1-16	
	Team will hang a grocery list pad on each resident refrigerator for use by residents and families to request food items to have on hand.	Rowan	9-15-16	
	Residents and family will be informed about the availability in the monthly newsletter and go over it in resident council.	Isa	9-1-16	
Develop a listing of afterhours food items that can be prepared by nursing staff by 12-1-16.	Have a team discussion about food items that could be kept in the activity kitchen freezer and easily heated up by nursing staff.	Marlena Team	11-6-16	
	Identify list of items to be ordered to stock freezer.	Isa	11-6-16	
	Develop an audit system to ensure stocking, food safety	Marlena	11-13-16	

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	and sanitation.	Team		
	Implement audit.	Rowan	12-8-16	
	Begin stocking activity fridge with afterhours food options.	Rowan	12-1-16	
Resident preferences will be reflected in the dining room atmosphere by TBA.	Develop a plan for resident participation in decisions about the dining room décor in the food committee once it is formed.	Marlena	TBA	
	Develop a dining room audit tool to address issues related to the dining experience i.e. noise, service, institutional markings, staff interaction, resident comfort, choice. <ul style="list-style-type: none"> • Include random resident interviews in this process. • Implement the tool and conduct on a bi-weekly basis for 3 months while new food processes are in place and then taper off the frequency. 	Ethan Team	11-1-16	
	Review audit results at team meetings.	Ethan Team	Ongoing	
Residents will choose where they will sit in the dining room by 6-15-16.	Facilitate learning circles at all team meetings to discuss the objective and expectation of residents choosing where to sit. <ul style="list-style-type: none"> • Key expectation of staff is that they ask each resident every time they enter the dining room where they would like to sit. 	Ethan Team	5-15-16	
	Create a schedule among the food team so that 2 members of the team are at each meal for 1 month.	Marlena	5-1-16	
	Food team will monitor meals to model the behavior of asking resident where they wish to sit and listening for barriers amongst the team in assisting residents. Food team will also ensure that service (drinks, etc.) are not set-up for an individual before they have selected their seat and have	Team	Though 6-15-16	

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	been asked their preferences.			
	Food team will discuss at each meeting what is happening at meals and build other action steps based on observations and experiences.	Team	Weekly meetings through 6-15-16	
	Ask residents if they are sitting where they want in the dining room at each care plan.	Isa Care plan team	Ongoing through 8-16-16	
	Develop an audit tool to be used following the month intensive food team involvement with meals to be added to the quality assurance team main audit.	Ethan	6-1-16	