



Enhancing the Dining Experience in Long-term Care

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Association of Healthcare Organizations

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1



Agenda

- Process Change
- Operational Changes
- System Changes
- Take-aways



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2

Process

- Phase 1 (2019)
 - Dining Room Operations
- Phase 2 (2021)
 - DM&A Review
- Phase 3 (2022)
 - Staff Training
 - Menus and Recipes
 - Stella Software



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3

Dining Operations

- Eliminated Set Times for Meals
- Changed to Hours of Operations
 - Breakfast
 - 7:00 am – 10 am (9-10 Continental)
 - Lunch
 - 11:30 am – 1:30 pm
 - Dinner
 - 5:00 pm to 6:30 pm



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4

Dining Operations

- Eliminated Assigned Seating
 - Freedom to choose where they sit and whom they sit with
 - Old Habits Die Hard
 - Some residents still feel they “own” the spot they sit in
- Eliminated use of Melmac dishes
 - White porcelain plates
- Updated table appearance
 - Tablecloths
 - Cloth Napkins
 - Water Pitchers



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5

Dining Operations



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6

Dining Operations



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7

Dining Operations

- Uniforms
 - Developed a Uniform policy for Culinary
 - Promotion of professionalism and uniformity



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8

Dining Operations

- Food Inconsistency
 - Realized we needed more help in developing food quality and better meal service more choices during mealtimes
 - Hired DM&A to further advance our culinary services
- Failed at Table Appearance



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9


DM&A

- Conducted on-site audit of Food Service operations
 - Current services and menu options
 - Meal delivery (operational infrastructure)
 - Review workflows for meal production and tray services
 - Areas of improvement for culinary techniques and standards
 - Customer service interactions
 - Assess equipment, current design and layout make recommendations
 - Evaluate staff and job flows





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10




DM&A

- Initial Cost for Audit
 - \$2495 plus all travel expenses for 2 consultants
 - One day site visit
 - Written Report with recommendations
- Scheduled for April 2020
- COVID Delayed
- Visit occurred July 2021






11




DM&A

- Findings
 - Inconstant staff training and knowledge
 - Antiquated Menus
 - Poor Inventory Control
 - Cooks each had their own version
 - Recipes not being followed.






12




DM&A

- Recommendations
 - Culinary Staff Training
 - Leadership Development
 - Team Training Sessions
 - Menus
 - Meal Preparation
 - Recipe continuity
 - Real-time table side ordering






13



DM&A

- Cost to move forward \$89,000, plus all related travel expenses.
 - Project planning three coaches for two days
 - Six visits of two days project management
 - Six visits of two days culinary staff training
 - Three grand openings one for each service line
 - Three days for new menu implementation


14



DM&A

- Staff Development
 - Realigned Job Descriptions
 - Went from 11 to 3
 - Cook; Culinary Assistant; Certified Culinary Assistant
 - Developed shift job duties
 - Helps with accountability and job completion of tasks
 - All staff went through mandatory training


15



DM&A



- Recipes
 - Evident Recipes were not being followed.
 - One time pork chop was brown and golden next time white and pale
 - Evaluated Current Recipes
 - Better ones?
 - Easier to follow
 - Minimal ingredients with most flavor

16




DM&A

- Menus
 - Eliminated season
 - Went to three weeks (expanded to 5 in 2024)
 - Implemented Always available
 - Have one main entrée per meal (instead of two)
 - Still have flexibility for special meals
 - Input from residents and family
 - Tried some new items
 - Chicken and Waffles
 - Red Pepper Gouda soup






17



DM&A

- Equipment
 - Moved Equipment from other locations
 - Convection Oven
 - Steamer
 - Purchases were minimal
 - Two combi oven (one for SNF one for AL)
 - Conveyor toaster
 - Steam table pans and lids

18

DM&A

- Bethesda's Work while implementing DM&A changes
 - Replaced with tables
 - Six-foot round tables to four-foot square tables
 - 6 residents per table to four residents per table
 - Promotes Conversation
 - Allows residents to be more self-sufficient
 - Tried a different spot for those who need assistance
 - Flooring, Lights, Cold Station



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19

DM&A



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20



21



22




DM&A





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23



DM&A

- Stella Software
 - Real-time ordering
 - Inventory Control
 - Diet and Allergy Controls
- Cost
 - One time cost \$30,000
 - Customization of software for Bethesda
 - Monthly cost \$5,000
 - Access to recipes
 - Use of ordering software
 - Monthly purchasing & inventory control cost \$1800



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24

Stella Software

- Real-time tableside ordering
- Tablet ordering
- Allergies
- Diet Types
- Proper ordering
- Working on interface into PCC
- Manually enter each resident into Stella



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25

Menus

Bethesda

Welcome to Enhanced Dining
Always Available Menu

A Culinary staff member will be taking your order for your meal once you are seated at your table. Choices available to you will be based on the your current diet ordered by your Provider.

<p>Breakfast (available all day)</p> <p>Cereal Oatmeal ~ Cream of Wheat ~ Rice Krispies Cheerios ~ Corn Flakes ~ Honey Nut Cheerios Raisin Bran</p> <p>Toppings Brown Sugar ~ Raisins</p> <p>Hot Breakfast Entrées • Two Eggs, Any Style (One egg available on request) • Two Buttermilk Pancakes • Breakfast Sandwich: Egg, Cheese, and Sausage on a Biscuit</p> <p>Omelet Station Choose from the following: Cheese ~ Ham & Cheese</p> <p>On the Side 2 Bacon Strips ~ Pork Sausage Patty</p> <p>Breakfast Bakery English Muffin ~ Bismarck ~ Long John Raisin, White or Wheat Toast</p> <p>Fruits & Yogurt Banana ~ Applesauce ~ Grapes ~ Chilled Peaches Chilled Pears ~ Fresh Orange Slices ~ Seasonal Fresh Fruit Yogurt: Strawberry ~ Peach</p>	<p>Lighter Side</p> <p>Soups Tomato ~ Chicken Noodle ~ Soup of the Day</p> <p>Sandwiches</p> <p>From our Deli Choice of Bread: White ~ Wheat Choice of Filling: Ham ~ Turkey ~ Chicken Salad ~ BLT Peasant Butter and Jelly Cheese: American ~ Cheddar ~ Swiss</p> <p>From our Grill Hamburger ~ Cheeseburger Grilled Chicken Breast ~ Grilled Cheese Grilled Ham & Cheese ~ Grilled Turkey & Cheese</p> <p><small>*Lettuce, Tomato, Pickle, & Onion are available on request with our Deli and Grill items.</small></p> <p>Pizza by the Slice Cheese Sausage Canadian Bacon (Ham)</p>	<p>Noon and Evening</p> <p>Entrées ~ Grilled Chicken Breast ~ Potato Crusted Fish ~ Pot Roast ~ Meatloaf ~ Macaroni & Cheese ~ Chicken Strips (Ranch& BBQ)</p> <p>Main Course</p> <p>Side Dishes ~ Green Beans ~ Baked Potato ~ Carrots ~ Pan Gravy ~ Mashed Potatoes ~ Baked Potato Chips ~ French Fries ~ Egg Roll (Sweet & Sour Sauce)</p> <p>Desserts Cookies: Chocolate Chip Cookie Pudding: Vanilla ~ Chocolate ~ Sugar Free Vanilla Frozen Treats: Rainbow Sherbet ~ Vanilla Ice Cream Chocolate Ice Cream ~ Strawberry Ice Cream Gelatin: Assorted Flavors</p>
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There will be a Main Entrée selection available at each meal along with the Always Available Menu .
All items subject to availability





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26

Menus

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Week 5 Menu Saturday
BREAKFAST						
Vegetables & Cheese Omelette Sausage Patty Orange Juice Caramel Roll Cinnamon 2% Milk	Blueberry Pancakes Bacon Banana Honey Nut Cheerios 2% Milk	Biscuit & Sausage Gravy Scrambled Eggs Orange Wedges Cream of Wheat 2% Milk	Kuchen Ham Steak Grapes Cornflakes 2% Milk	Ham & Cheese Omelette Breakfast Potatoes Apple Juice Blueberry Muffin Cinnamon 2% Milk	French Toast Maple Smoked Sausage Banana Rice Krispies 2% Milk	Egg, Sausage & Cheese Biscuit Sandwich Breakfast Potatoes Orange Wedges Cream of Wheat 2% Milk
LUNCH						
Chicken Parmesan over Pasta Cut Green Beans Vegetable Soup Garlic Bread Strips Apple Pie 2% Milk	Ham Stuffed Potato Carrots Broccoli Cheese Soup Spinach Salad Banana Cake Cottage Cheese	Turkey Combo Corn Knepple Soup Ambrosia Salad Strawberry Yogurt	French Dip (with Swiss Cheese) Sweet Potato Waffle Fries Zucchini Tortilla Soup Coleslaw Watermelon 2% Milk	Pork Loin Chop w/Maple Apple Brown Sauce Baked Beans Key Biscuits Minestrone Soup Garlic Herb Muffin Strawberry Ice Cream	Walleye Fillets Garlic Baby Reds Creamed Peas Red Pepper Gouda Soup Garden Salad Lemon Bar	Beef Stew Squash Medley Wisconsin Cheese Soup Cinnamon Fresh Fruit Cup (Seasonal) Peaches (off season) Apple Crisp 2% Milk
SUPPER						
Salmon Fillet Medley Mashed Vegetables Mix Vegetable Soup Garlic Bread Strips Dinner Roll Jello w/Strawberries 2% Milk	Chicken and Rice Casserole Pickled Beets Broccoli Cheese Soup Dinner Roll Strawberries & Meringue	Pasta with Meat Sauce Appetizer Knepple Soup Creamy Cucumber Salad Garlic Bread Pears	White Chicken Chili Tortilla Chips Prince Edward Vegetable Mix Tomato Soup Cinnamon Raisin Bread 2% Milk	Hot Turkey Cheese Sandwich Chips Roasted Vegetables Minestrone Soup Mixed Berries w/Meringue Cottage Cheese	Supreme Pizza Red Pepper Gouda Soup Breadsticks Appetizer Peach Yogurt	Sweet & Sour Meatballs Scallion & Sesame Rice Oriental Vegetable Mix Wisconsin Cheese Soup Lemon Glazed Pound Cake 2% Milk



If you do not want what is offered for the main meal, you may order anything off of the All-Time Menu

27

Growing Pains

- Residents changing habit
- All coming to the dining room at once
 - Development of Twelve 24 Lounge
- Learning curve with new menus and software
- Real-time ordering took time for staff to understand
- Residents remembering order off Always Available
- Residents upset when it took longer to get Always Available
 - Not understanding it is cooked when ordered
- Food Product Supply
- Quality of food products

28



Growing Pains

- Food Counts
 - Finding the right average of special vs always available
- Staff Turnover
 - Training of staff slows the process
 - Loss staff because of new processes
- Use of Combi Oven
 - Staff's willingness to learn proper use of ovens



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29

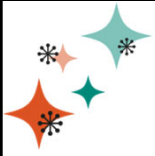


Twelve 24 Lounge



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30





Conclusion

- Would we do it again?????
- Yes

- Slow and Steady
- Don't boil the ocean

- Find the right people to help accomplish your goals



31



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32

Conclusion

