

# Dietary Services Project

*Best Practices for Utilizing the Dietary Services  
Website and Toolkit*





- ▶ What if we told you there was a way to reduce the stress of a survey in your facility?
- ▶ What if there was a resource that was created to specifically reduce the # 1 deficiency skilled nursing facilities face during survey.....
- ▶ Would you be interested in a tool so powerful that it is now included in all new surveyor training?

The Dietary Services Toolkit is the solution to improving survey results!



# Working to Improve Dietary Services

The Dietary Services Project is a grant-funded program awarded to the California Association of Health Facilities (CAHF) by the California Department of Public Health (CDPH) to improve the safety and quality of dietary services in California's skilled nursing facilities.

The 42 month-long project focuses on promoting and providing education to dietary and administrative staff at all of California's 1250 skilled nursing facilities.



# Working to Improve Dietary Services

The project incorporates an advisory panel of registered dietitians, food service managers and supervisors, and other long-term care consultants who will advise on the best approach and topics to cover in educational materials, based on an analysis of F-tags (deficiencies from the past three years of facility surveys by CMS).



# The Dietary Service Toolkit is the Recipe for Survey Success

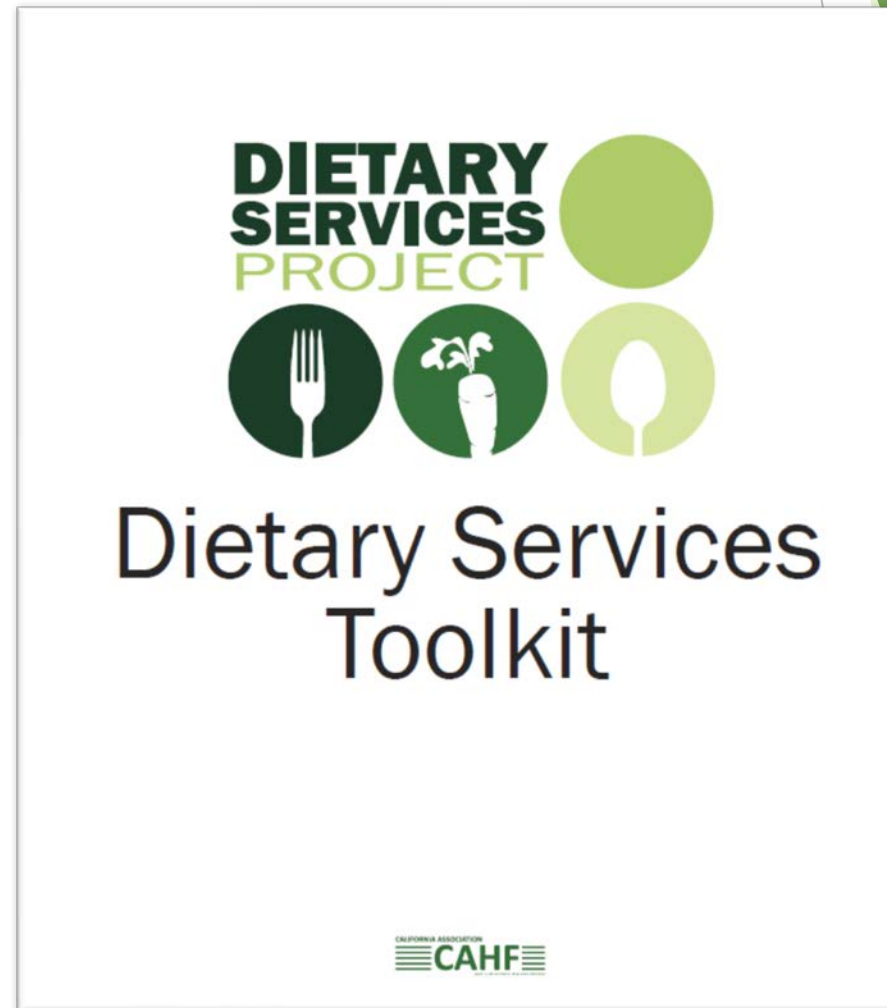
- The Dietary Services toolkit offers a variety of sample forms, logs, and other resources to reduce deficiencies in SNF dietary departments.
- The website and Toolkit provide you with everything you need to have a successful survey annually.
- Use the sample documents - they must be modified to meet the specific facility needs as determined by each facility.



# Dietary Services Toolkit Main Ingredients

The toolkit includes:

- Checklists
- Logs
- Miscellaneous Forms
- Sample Signs and Posters
- Additional Resources



# Dietary Services Toolkit Main Ingredients

## Sample Checklists:

- Administrator Monthly Checklist
- Competency Checklist - Cook
- Competency Checklist - Food Service Worker
- Daily Supervisor Rounds Checklist
- Huddle Agenda
- New Employee Onboarding Checklist



# Dietary Services Toolkit Main Ingredients

## Sample Logs:

Cleaning Log

Food Temperature Log

High Temperature Dish Machine Log

Low Temperature Dish Machine Log

Reach-In Cooler

Refrigerator/Freezer temperature Log

2-Stage Cooling Log

Sanitizer Test Strip Log

Test Tray Evaluation

Thermometer Calibration Log

Tray Line Food Temperature Log

Walk-In Cooler Log

Work Order Maintenance Log

# Dietary Services Toolkit Main Ingredients

## Sample Signs and Posters:

Change Your Gloves Poster

Cooking Times and Temperatures Chart

Dented Cans Sign

Dishwashing Methods: 2-Compartment and  
3-Compartment Sinks Poster

FDA Refrigerator/Freezer Storage Chart

Good Practices for Serving Chart

3-Compartment Sink Poster in Spanish

(Lavado en Fregaderos de Tres Compartamientos)

Time/Temperature Control for Safety (TCS) Foods Poster

Handwashing Poster

Microessential 3-Compartment Sink Poster

Personal Hygiene Poster

Refrigerate for Safety Chart

Safe Refrigerator Storage Chart

Storeroom Basics Chart

Thermometer Danger Zone Chart

Use That Thermometer Poster

# Additional Dash of Resources

The Dietary Services Project webpage features important dietary service resources including links to:

- Title 22
- CMS Critical Pathways
- FDA Food Code
- California Retail Food Code
- List of additional websites featuring free dietary posters and food service videos.



# Top 10 Deficiency Issues? Your Solution is Right Here!

- ▶ CAHF developed eight short videos on safe food handling, sanitation, food storage, and resident-centered care.
- ▶ Videos 1 through 6 are designed for the dietary staff. These videos focus on the top kitchen deficiencies found in surveys from the past three years in facilities across California.
- ▶ Videos 7 and 8 are specifically for dietary services managers and facility administrators.

# The Recipe for Survey Success Includes The Dietary Service Project Training Videos

Videos topics for dietary staff:

- ▶ Video 1: Personal Hygiene
- ▶ Video 2: Safe Food Handling
- ▶ Video 3: Safe Food Storage
- ▶ Video 4: Dishwashing and Sanitation
- ▶ Video 5: Diets and Food Consistencies
- ▶ Video 6: Person-Centered Care

# How Does a Zero Deficiency Survey Sound?

- ▶ The videos educate & help skilled nursing providers avoid F-Tags and improve the preparation, delivery and storage of food, the California Association of Health Facilities (CAHF) provided a complimentary Dietary Services Toolkit for every skilled nursing facility in California.
- ▶ Use these videos as part of your monthly in-service. Facilities can watch one video each month, use the post-tests, and cycle through the dietary videos twice a year.
- ▶ Plan to use this resource annually, at new staff orientations, and as needed for specialized training.

# Who Should Watch the Videos?

- ▶ Line Staff, Dietary Managers, Administrators, DON, DSD, anyone who wants to improve the dietary department and facilities with success and pass their surveys!
- ▶ All dietary videos are available to both nonmembers and members of CAHF.
- ▶ Each video is accompanied by a Dietary Services Basics Video post-test. These post-tests help highlight the areas in a SNF kitchen that need the most focus for improvement. These post-tests can be accessed online at:

[www.cahf.org/Dietary](http://www.cahf.org/Dietary)



# Dietary Deficiency Training for Every Staff Member

Communication is the key to success! All departments should be included in this complementary training including housekeeping, infection control, DSDs, DONs, regional managers, and charge nurses.



# The Eight Videos Are Available Online

Dietary Services Basics Videos	Dietary Services Toolkit	Additional Resources
<p>Video 1: Personal Hygiene</p> <p>Video 2: Safe Food Handling</p> <p>Video 3: Safe Food Storage</p> <p>Video 4: Dishwashing and Sanitation</p> <p>Video 5: Diets and Food Consistencies</p> <p>Video 6: Person-Centered Care</p> <p>Video 7: Kitchen Inspection for Managers</p> <p>Video 8: Management Fundamentals</p> <p>Other languages:</p> <p>Tagalog</p> <p>Spanish</p>	<p><b>Sample Checklists</b> Must be modified for specific facility needs</p> <p>Administrator Monthly Inspection Checklist</p> <p>Competency Checklist - Cook</p> <p>Competency Checklist - Food Service Worker</p> <p>Daily Supervisor Rounds Checklist</p> <p>Huddle Agenda</p> <p>New Employee Onboarding Checklist</p>	<p>Title 22</p> <p>CMS Critical Pathways</p> <p>Nutrition Kitchen Dining</p> <p>CDPH</p> <p>All Facility Letter 18-53: Senate Bill (SB) 1138: Food Options: Plant-based Meals</p> <p>FDA Food Code</p>
<p><b>Dietary Services Basics Videos 1-8 Post Tests</b></p> <p>Video 1 Post-Test</p> <p>Video 2 Post-Test</p> <p>Video 3 Post-Test</p> <p>Video 4 Post-Test</p> <p>Video 5 Post-Test</p> <p>Video 6 Post-Test</p> <p>Video 7 Post-Test</p> <p>Video 8 Post-Test</p>	<p><b>Sample Logs</b> Must be modified for specific facility needs</p> <p>Cleaning Log</p> <p>Food Temperature Log</p> <p>High Temperature Dish Machine Log</p> <p>Ice Machine - Cleaning &amp; Sanitizing Log</p> <p>Low Temperature Dish Machine Log</p> <p>Reach-In Cooler Log</p> <p>Refrigerator/Freezer Temperature Log</p> <p>Sanitizer Test Strip Log</p>	<p>California Retail Food Code</p> <p>ANFP (CDM Training Information)</p> <p>Free Food Service Poster Websites</p> <p>National Food Service Management Institute</p> <p>State Food Safety.com</p> <p>All Food Business.com</p> <p>United States Dept of Agriculture</p> <p>U.S. Dept of Health &amp; Human Services</p> <p>Free Food Service Videos</p> <p>Microessential</p> <p>Laboratory Sanitizer Test Strip</p> <p>ServSafe Food Service Topics</p> <p>DeltaTemp Digital Thermometer</p>

# Dietary Services Basics Videos

- All dietary videos have an accompanying post-test to help retain the information and encourage staff and managers to improve their competencies learned from the videos.

Dietary Services Basics Videos	Dietary Services Toolkit	Additional Resources
<a href="#">Video 1: Personal Hygiene</a> <a href="#">Video 2: Safe Food Handling</a> <a href="#">Video 3: Safe Food Storage</a> <a href="#">Video 4: Dishwashing and Sanitation</a> <a href="#">Video 5: Diets and Food Consistencies</a> <a href="#">Video 6: Person-Centered Care</a> <a href="#">Video 7: Kitchen Inspection for Managers</a> <a href="#">Video 8: Management Fundamentals</a> Other languages: Tagalog Spanish	<b>Sample Checklists</b> <i>Must be modified for specific facility needs</i> <a href="#">Administrator Monthly Inspection Checklist</a> <a href="#">Competency Checklist - Cook</a> <a href="#">Competency Checklist - Food Service Worker</a> <a href="#">Daily Supervisor Rounds Checklist</a> <a href="#">Huddle Agenda</a> <a href="#">New Employee Onboarding Checklist</a>	<a href="#">Title 22</a>  <a href="#">CMS Critical Pathways</a> <a href="#">Nutrition</a> <a href="#">Kitchen</a> <a href="#">Dining</a>
<b>Dietary Services Basics Videos 1-8 Post Tests</b> <a href="#">Video 1 Post-Test</a> <a href="#">Video 2 Post-Test</a> <a href="#">Video 3 Post-Test</a> <a href="#">Video 4 Post-Test</a> <a href="#">Video 5 Post-Test</a> <a href="#">Video 6 Post-Test</a> <a href="#">Video 7 Post-Test</a> <a href="#">Video 8 Post-Test</a>	<b>Sample Logs</b> <i>Must be modified for specific facility needs</i> <a href="#">Cleaning Log</a> <a href="#">Food Temperature Log</a> <a href="#">High Temperature Dish Machine Log</a> <a href="#">Ice Machine - Cleaning &amp; Sanitizing Log</a> <a href="#">Low Temperature Dish Machine Log</a> <a href="#">Reach-In Cooler Log</a> <a href="#">Refrigerator/Freezer Temperature Log</a> <a href="#">Sanitizer Test Strip Log</a> <a href="#">Test Tray Evaluation</a> <a href="#">Thermometer Calibration Log</a> <a href="#">Tray Line Food Temperature Log</a> <a href="#">2-Stage Cooling Log</a>	<a href="#">FDA Food Code</a>  <a href="#">California Retail Food Code</a>  <a href="#">ANFP (CDM Training Information)</a>  <a href="#">Free Food Service Poster Websites</a> <a href="#">National Food Service Management Institute</a> <a href="#">State Food Safety.com</a> <a href="#">All Food Business.com</a> <a href="#">United States Dept of Agriculture</a> <a href="#">U.S. Dept of Health &amp; Human Services</a>
		<a href="#">Free Food Service Videos</a> <a href="#">Microessential Laboratory Sanitizer Test Strip</a>

# Improving Dietary Competencies Throughout the Year

- All new hires should watch videos 1-6 & take the post-tests during their orientation process.
- Show videos monthly as part of your monthly in-services w/post-tests.

OR

- Have staff watch all six videos back to back and take post-tests after.
- As needed per employee(s) performance.

# Utilizing The Dietary Toolkit and Videos

## Frequently Asked Questions

How do I get a Dietary Service Toolkit?

- If you work in a SNF in California, one was sent to your facility.

I did not receive a Dietary Service Toolkit.

- If you feel your facility did not receive a Dietary Service Toolkit please contact the Program Manager, Carmen, so she can provide you with the shipping confirmation information.

My video skips when I play it; what can I do?

- If your DVD does not operate properly, you can send it back to CAHF for a replacement or utilize the video links at the Dietary Services webpage at [www.cahf.org/Dietary](http://www.cahf.org/Dietary)

# What's Next?

- ▶ Additional webinars coming soon
- ▶ Development of the Northern California conferences
- ▶ Continue with site visits for the Beta Test facilities
- ▶ Real-time data pull for Beta Test facilities' Survey results

Do you have any feedback or ideas?

Please contact me and let me know what they are!!

916-432-5208



# Thank You!

If you or your facility have any dietary questions or concerns, please contact:

**Carmen O'Connell, CBDM, CFPP**

Dietary Services Project Manager

[coconnell@cahf.org](mailto:coconnell@cahf.org)