

**Best Practices in Assisted Living
“Using Resident Feedback to
Enhance Dining Service”**

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Introduction

- Dining service is designed to replicate the “restaurant experience”
- 4-week cycle
- Individual daily menus
- Individual orders taken by wait staff
- 2-course breakfast, 3-course lunch & dinner
- Flexible seating/serving time
- In-room meal delivery service when ill

Best Practice Description

- Communication is key
- Administrator elicits feedback during meal times
- Chef also solicits feedback during meal times
- Internal audits
- Resident council open forum; chef attendance
- Immediate implementation

Socialization

- Small community
- 100% attendance is encouraged
- No staff turnover; long-term relationships are fostered
- Aids in overall communication

Major Areas of Improvement

- Changed to prime meat provider
- Prepare only homemade menu selections
- Enhanced aesthetics in the dining room
- Introduced “birthday of the month” club
- Utilized 2 menu cycles/ethnic line of foods

Major Areas of Improvement

- Offered many new menu items
- Altered meal times/ personnel coverage
- Introduced communication and dietary logs
- **Success!!—Internal audits showed increase from 67% to 94% resident satisfaction**

Evaluation

- Ongoing evaluation is key
- Internal audits are done semi-annually
- Annual formal survey mailed to residents & families
- Outside consultants evaluate results
- Results shared at resident council
- Team approach used for each resident

Sustainability

- Who is responsible for overseeing & maintaining dining services?
- Emphasis is on quality over price
- Outside local purchases enhance menu selections
- Dining programs/practices are evaluated daily

Replication of the Dining Program

- “Shake things up”
- Team/Consensus building
- Barriers are viewed as opportunities
- Equal share of blame/credit
- Participation generates excitement
- Humor

Replication of the Dining Program

- Don't repeat history
- Start from scratch
- Make small changes first & follow with your larger ones
- Celebrate your success!

Conclusion

- This paradigm for dining sets the standard for all areas of personal service
- Consensus building & resident input allow for greater resident "buy-in"
- Residents feel part of the process
- Our philosophy—"You don't live in our facility, we work in your home"
- The result—resident satisfaction
