



**Assisted Living  
Best Practice Program:  
THE DINING EXPERIENCE**

**"Using Resident Feedback  
to Enhance Services"**

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**"LISTEN, LEARN AND  
COMMUNICATE  
EVERYDAY"**

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The Orchards At Bartley  
Assisted Living

**WHO ARE WE?**

- ⌘ Deficiency Free Surveys (since opening 8/01)
- ⌘ JCAHO Accredited-2004
- ⌘ Less Than 4% staff Turnover
- ⌘ Strong focus in Customer Service (Disney Principles)



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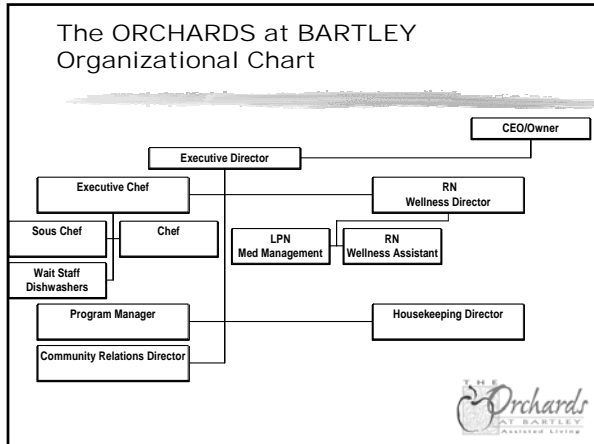
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### The Orchards At Bartley By Design

- ⌘ Distinct and Separate Dining Programs
- ⌘ Distinct Dining Areas for AL and Dementia
  - ☑ Attention to Detail: stained glass windows, natural sunlit rooms, cathedral ceilings
  - ☑ Attentive and trained wait-staff

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### The Dining Experience Type of Dining Services

<ul style="list-style-type: none"> <li>☑ Restaurant STYLE           <ul style="list-style-type: none"> <li>☑ soup</li> <li>☑ salad</li> <li>☑ entrée</li> <li>☑ dessert</li> </ul> </li> <li>☑ Hostess Greeting- includes Managers</li> <li>☑ Chef Prepared Meals</li> <li>☑ Daily Prepared Menus</li> <li>☑ Always Available Menu @ each Table</li> <li>☑ Always available Kosher style menu</li> </ul>	<ul style="list-style-type: none"> <li>☑ Breakfast-open seating</li> <li>☑ Lunch-2 seatings</li> <li>☑ Dinner-2 seatings</li> <li>☑ Wait-staff Service</li> <li>☑ Evening meal lighter</li> <li>☑ Room service ( intense communication e.g. special diet if sick)</li> <li>☑ Self-Service Country Kitchens</li> </ul>
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How do we.....

COMMUNICATE

- ⌘ Welcome Manual
- ⌘ Monthly Food Forum
- ⌘ Monthly Resident Council
- ⌘ Monthly Menus Printed and Distributed
- ⌘ Monthly Family Newsletter
- ⌘ Quarterly Family Meetings




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How do we get...

FEEDBACK

- ⌘ Daily Manager observation of Dining Room Service
  - Seek feedback and communication to Executive Chef immediately
- ⌘ Satisfaction Surveys (Resident and Family)
  - Outside company
  - Annually and as needed
  - Action Plan Developed which is measurable and time-framed




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How do we encourage...

SOCIALIZATION

- ⌘ Compatible dining-mates
- ⌘ Background music in dining rooms
- ⌘ Fireside parlor-while waiting for meal
- ⌘ Tables of 2 or 4
- ⌘ Terrace Dining-outdoor dining- encourages residents to dine with someone other than their normal dining mates
- ⌘ Scheduled Happy Hours




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SPECIALITY DINING

- ⌘ Private Dining, pub
- ⌘ Garden Court and Casino for Private parties which can include catering
- ⌘ Holiday and theme meals (Mardi Gras)
- ⌘ BBQ's
- ⌘ International Food Days
- ⌘ **Just Because** days such as "root beer floats, pretzels..." made by and delivered by our Executive Chef.



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A FEW CHANGES MADE in the LAST YEAR...

*Listened & Learned*

- ⌘ Originally residents wanted **rich foods** and **heavy sauces**.
- ⌘ Presently residents prefer healthier choices
  - Fried foods are still available but are now offered with a baked option
  - All sauces are offered on the side
  - Large and small portions are provided
    - when we asked why smaller portions were desired....residents said food was great, but they were gaining too much weight :)



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What we do to...**EDUCATE**

*Communicate*

- ⌘ Staff trained upon hire and annually on customer service "**DISNEY Principles**" (mandatory requirement)
- ⌘ Quarterly training on Customer Service via an activity (smile day)
- ⌘ Staff Recognition programs reward, recognize and celebrate: WOW program, I Make a Difference program...
- ⌘ Review of the "10 Points of Dining Service"



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STAFF INVOLVEMENT WITH RESIDENTS & FAMILIES

- ⌘ Food Preference Form completed and reviewed upon admission
- ⌘ Quarterly & individual family meetings attended by Executive Chef
- ⌘ Monthly Food Forum facilitated by Executive Chef
- ⌘ Campus Dietician provides ongoing group and individual nutritional training
- ⌘ All staff are encouraged to ask each resident at each meal:  
"how was everything today"



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How do we...

EVALUATE EFFECTIVENESS

- ⌘ Our company philosophy is to ask **WHY...**
- ⌘ Annual (minimally) Resident and Family **Satisfaction Surveys**
- ⌘ **Feedback sessions** with residents to solicit the "whys" of responses and develop a plan of action (example: Breakfast had a 92% satisfaction rate, yet dinner had a 70%)
- ⌘ **Most importantly:** daily observation and communication



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How do we provide...

QUALITY of CARE & QUALITY of LIFE

- ⌘ Provide an Always Available Menu
  - encourages choices
- ⌘ Provide daily Management presence in the dining room-includes: CEO, VP of Business, ED, Managers...
  - Immediate response to concerns
- ⌘ Transfer Assistance program
  - Promotes independence and dignity (alcove designed for wheelchair and walkers)



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How do we...

EVALUATE

⌘ 5 primary tools of evaluation

- Solicit feedback during meals
- Solicit feedback during family meetings
- Monthly food forums
- In-house & formal satisfaction surveys
- CQI process



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How to...

REPLICATE

- ⌘ **Key Factor- involve the resident's in the process**
- ⌘ **Listen...** to the residents-our perception of "good food" and the residents perception of "good food" sometimes differ (no need for truffle infused oils....)
- ⌘ **Learn...** Plain and simple foods, which are well prepared, provide the comfort and satisfaction our residents desire
- ⌘ **Communicate...** Educate staff frequently on expectations and provide **immediate** feedback
- ⌘ **Communicate** to residents as changes are made that they have requested



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