

EXPLORING OPPORTUNITIES FOR CULTURE CHANGE IN YOUR DINING PROGRAM

A Best Practice Presentation

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“You know, I’m all about Culture Change, but...”

- Team members have established routines which create their comfort zone.
- It is human nature to be uncomfortable with the unknown.
- It is natural to resist change.
- Administrators must help team members overcome objections to Culture Change.

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Defining Culture Change

- What makes a nursing home really feel like *home*?
- Think about how you live in your home and realize this is how nursing home residents want to live.
- Culture Change is not about creating “homelike” environments, it’s about creating homes.
- Culture Change occurs when:
 - Residents are empowered
 - Residents exercise their independence
 - Residents make informed choices
 - Residents exercise control over their lives

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Culture Change Comes Alive

- Residents are treated the way you would want to be treated if you were in their shoes.
- Caregivers abandon routine tasks.
- Resident care is provided in the manner requested by the resident.
- Residents choose what they are going to do and when they are going to do it.
- Activities are preference-based and individualized.
- Nursing homes move away from “hospital-based” culture.

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Culture Change is Sweeping the Nation

- The long-term care industry recognizes the need to break away from its "hospital-based" culture.
- VA has embraced Culture Change – *Small House Models & Planetree*
- CMS has recognized Culture Change – *Artifacts of Culture Change*
- MDS 3.0

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Patience, Team Work, & Ambition

- Culture Change can be a slow, tedious process that requires the commitment of leadership and good salesmanship.
- Culture Change Committees should bring everyone – team members, team leaders, and residents – together.
- Changing the little things is good, but changing the most important things is even better.

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The Most Important Thing

- The most important activity of the day for a nursing home resident is meal time.
- The resident dining experience provides the perfect opportunity for meaningful Culture Change.
- The dining experience can be enhanced by empowering residents through choice:
 - What they eat
 - When they eat
 - How they eat

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Getting Started

- You must be willing to provide the space, time, and staff.
- You must empower residents by letting them choose:
 - Tables
 - Upholstery
 - Wall colors
 - Pictures
 - Utensils
 - Cups
 - Chairs
 - Tile
 - Lighting fixtures
 - Table clothes
 - Plates
 - Glasses
- Once residents determine what they want, your job is to make it happen.

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The "Resident Choice" Menu

- Offer the traditional eggs, potatoes and meat breakfast, but add eggs-to-order and continental breakfast choices, too.
- Hold food tasting parties where residents can sample a variety of food and vote on which dishes they like.
- Create a lunch and dinner "Resident Choice" menu using the ten most popular items.
- Add a made-to-order soup and salad bar, two or more dessert options, sodas, coffee, tea, and several juice selections.
- Continue to offer and display the "Chef's Choice" item for each meal each day.

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Don't Leave Anyone Out

- For those who can't eat solid food, consider molding purees so their foods look more appetizing and represent what they are eating.
- For those who can't come to the main dining room, choose several items from the "Resident Choice" menu that can be prepared quickly and served promptly to supplement the "Chef's Special."
- For those who are unable to decide for themselves, nursing aids can provide assistance with menu selection and insure there is variety each day.

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The Return on Your Investment

- Prior to implementing changes in dining, the per resident, per meal cost was \$4.60.
- After implementing changes in dining, the per resident, per meal cost was \$5.39.
- If you are going to spend money, spend it where it will have the most impact and spend it on what is most important to the resident.
- The return on your investment will be evident in your resident satisfaction survey results and, more importantly, in the overall well-being of your residents.

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Removing the “but” from Culture Change

- Resident dignity, choice, quality, and empowerment can be achieved in a nursing home environment.
- Remind team members of why they are doing what they are doing – residents deserve to make the same choices you get to make everyday.
- Every nursing home resident, and especially America's heroes, deserve to maintain control over their daily life – their ability to choose should not be “checked at the door.”
- What other areas are important to residents? How will you incorporate Culture Change into them?

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For More Information

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NEVADA STATE VETERANS HOME MENU SAMPLE

Breakfast

Chef's Choice (Eggs, Potato, and Meat)

Continental (Hot and Cold Cereals, Variety of Breads, Fruits, Yogurt)

Eggs-to-Order (Monday, Wednesday, and Friday)

Lunch and Dinner – Main Dining Room

Chef's Choice

Alternate

Salad Bar to Order

Soup (Two Choices)

Beverages (Coffee, Tea, Milk, Chocolate Milk, Sodas, and Juice)

Resident Choice Menu:

BLT Sandwich	Cottage Cheese and Fruit Plate
Egg Salad Plate	Grilled Cheese Sandwich
Grilled Ham and Cheese	Grilled Hot Dog
Grilled Turkey and Swiss	Mediterranean Turkey Burger
Traditional American Burger	Turkey Club Sandwich
Chili to Order (Monday, Wednesday, and Friday)	

Lunch and Dinner – Assisted Dining Rooms

Chef's Choice

Alternate

Resident Choice Menu:

Cold Cut Sandwich	Cottage Cheese and Fruit Plate
Egg Salad Plate	Grilled Cheese Sandwich
Grilled Ham & Cheese	Grilled Hot Dog
Mediterranean Turkey Burger	Traditional American Burger
Chopped Chef Salad	Bowl of Chili

Notes

Juice options include Cranberry, Orange, Prune, Tomato, Peach, and Lemonade. All sandwiches are served with potato chips, pickles, and sandwich spreads. Residents can choose from wheat, white, rye and sourdough bread.

In the main dining room, residents have assigned seats that they have chosen. We provide restaurant-style service - their order is taken after they are seated and then served to them at their table. The Chef's Choice entrée for each meal is displayed at the dining room entrance so residents can see what it looks like before ordering it.

In the assisted dining rooms, nursing aids assist residents with completing a menu card and then deposit the card in a box outside the kitchen door.