


Policies & Procedures to Give Meaning to the Culinary Department to Improve Lives



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Summary

This presentation will discuss:


- The importance of P/P
- The need to have P/P that are timely
- How to write a P/P (we will develop a policy for the new regulation on competencies)
- How to present P/P to staff
- How to ensure staff are complying with the P/P

Objectives

- Participants will learn how to write an effective P/P.
- Participants will gain knowledge in how to ensure P/P are being used daily.
- Participants will learn how to review and update P/P in a timely manner.

Why does a “Big Mac” look and taste the same at every McDonalds, regardless of which one you go to?

It is their Policies and Procedures.



Policies and Procedures are the recipe of what makes your department.

This is your recipe for success and you should write it down.

You will want to write a procedure for your staff to follow so that all your current and future staff will not make that same mistake again either.

Why are P/P needed

- ✓ brings structure to an organization and
- ✓ assists in the day-to-day decision-making processes
- ✓ allows employees to clearly understand their roles and responsibilities within predefined limits
- ✓ allows management to guide operations without constant management intervention
- ✓ constant intervention equates to increase operating expenses that ultimately detract from your company’s profitability

What is a Policy?

A predetermined course of action, which is established to provide a guide toward accepted business strategies and objectives. Policies identify the key activities and provide a general strategy to decision-makers on how to handle issues as they arise.

What is a Procedure?

Provides the reader with a clear and easily understood plan of action required to carry out or implement a policy.

Differentiating Between Policies and Procedures

• Policies

- Are general in nature
- Identify company rules
- Explain why they exist
- Tells when the rule applies
- Describe who it covers
- Shows how the rule is enforced
- Describes the consequences
- Are normally described using simple sentences and paragraphs

Differentiating Between Policies and Procedures

• Procedures

- Identify specific actions
- Explain when to take actions
- Describe alternatives
- Shows emergency procedures
- Includes warning and cautions
- Gives examples
- Shows how to complete forms
- Are normally written using an outline format

Are Your Policies and Procedures Meeting Your Needs?

A few 'Critical' signs that your P/P need to be reviewed and updated include:

- An increase in the number of accidents, higher failure rates or costly overruns.
- More staff questions on 'normal operations' or a feeling of general confusion within a department or division.
- Employees may also be demonstrating inconsistency in their job performance and there may be an increase in the workforce's stress levels.
- Customers are increasing complaints.

Benefits of Policies and Procedures

- Employees understand the constraints of their job without using a 'trial and error' approach
- Enables the workforce to clearly understand individual and team responsibilities. Clearly written P/P allow managers to exercise control by exception rather than 'micro-manage' their staff.
- They send a "We Care!" message. 'The company wants us to be successful at our jobs.'
- Clearly written P/P provide legal protection.

Creating a Policy

- **A Simple Word Document** – You can store a word document in a shared location on the network so your technicians can easily update it. The main problem with this is that anyone can read anything and there may be multiple versions of the document saved in various locations; causing mismatched documents.


Creating a Policy

- **Google Docs** – Google Docs is like Microsoft Word and Excel with the exception that it is free and entirely online. The main advantage of this is that it shares changes in real time and you can set permissions of who can read or edit it. You can use Google Docs for free at: <http://docs.google.com>.

Creating a Policy

- **Wiki Software** – A “Wiki” is a website that allows easy creation and editing of any number of interlinked pages using a simple markup language.
- <https://www.dokuwiki.org/dokuwiki#>
- It is aimed at creating documentation of any kind. Dokuwiki supports permission based sections so you could give the dietary aides access to the sanitation section, but not to the food prep section and vice versa.

Timing is everything




Policies and Procedures must be timely.
Ideally, you want them in place before you need them

Developing a Policy and Procedure Manual

- Find the current manual
- Talk to administration
- Talk to your RD

Developing a Policy and Procedure Manual

Can't find the Manual??



Developing Policies and Procedures

- Consistent format
 - Numbered (identifier)
 - Approval date
 - Revision date
- Separate policies for each area
 - Organized by section
- Readily accessible in department
- Keep a 'master copy' in a secure place

Developing a Policy and Procedure Manual

- Possible topics
- What issues have come up
- What do regulations require
- What format do you want to use
- How do you want to organize the manual

Possible Topics

- Menus and Special Diets
- Meal Service
- Customer Service
- Food Production and Food Safety
- Sanitation and Infection Control
- Cleaning Instructions
- Safety
- Personnel/Training
- Clinical Documentation
- Anthropometrics
- Alternate Nutrition Interventions
- Quality Assurance/Improvement
- Special Events
- Disaster Planning

Organizing

- Personnel
- Food Production
- Sanitation
- Customer Service

Organizing Meal Service

- The Hospitality Philosophy
- Customer Service
- Service Staff
- Handling Customer Concerns
- Resource: Traits of Great Service
- Dining Service Satisfaction Sample Form
- Dining Atmosphere/Environment
- Dining and Food Service
- Portion Control
- Tray I.D. Cards
- Select Menus-Menu Processing/Tray ID
- Accuracy of Tray Line
- Meal Times and Frequency
- Early and Late Trays
- Offering Food Replacements at Mealtimes

Organizing Meal Service

- Resource: Sample Food Replacements
- Food Replacement Sheet Sample Form
- Adaptive Eating Devices
- Timely Meal Service
- Meal Service and Distribution
- Serving of Meal Trays
- Table Setting
- Condiments, Food Baskets and Food Items at the Table
- Serving the Meal
- Family Style Dining
- Displaying the Menu
- Special Occasions – Holiday and Theme Meals
- Buffet, Food Bars, Self Serve Stations
- Packed Lunches
- Following the Meal Service
- Meal Time Visitation
- Foods Other than Those Permitted on Current Diet Order
- Food Storage
- Pets
- Residents on Leave
- Guest Trays
- Uniforms/Personnel Appearance

Issues that come up

- Gardens
- Food from outside sources
- Requesting food not on diet
- Ice machines
- Menus

Regulations

- Meal times
- Meal replacements
- Supplements
- Hand washing
- Glove usage
- Competencies

Format

- Many types
- Check with administration
- Develop your own

Policy Number – for new policy drafts, this section should remain blank until a number is assigned by the Policy Group. For revisions, this number will remain unchanged.

Effective and Revised Dates – to be determined by Policy Group.

Policy Title – should capture the content of the policy; should not include the word "policy."

Purpose – a brief statement of the purpose of the policy which many include a basic explanation for the policy if not apparent on its face.

Additional Authority – list of statute, regulation, State Board policy, Executive Order, or other relevant authority governing the policy.

Scope – to who or what does the policy apply? For example, all employees, or only cooks

Responsible Party – list unit, department, college or other pertinent area responsible for administering or enforcing policy. A contact phone number should also be included, but due to the difficulty associated with updating information, please do not name specific contact employees.

Definitions – uncommon words or words with meanings unique to higher education should be defined and listed in alphabetical order.

Policy Statement – the policy statement provides a rationale for the policy, including underlying philosophy of the policy and what the policy hopes to accomplish. This section may include a statement of how the policy is related to the community's core mission and values. Policy Statements range from 1-2 sentences to a paragraph in length, depending upon the subject matter.

II. **Procedure** -includes the steps necessary to comply with the policy, with sufficient detail that end users will readily understand how to comply with the policy mandates. Procedures should be consistent with the policy section.
Forms associated with the procedure should be linked in the document.

Policy Title

Purpose:
Statement of the purpose for the policy

Additional Authority:
Administration directive, Regulation, etc.

Scope:
Who the policy applies to

Responsible Party:
Cook, Dietary Aide, etc

Policy

I. Policy Statement

Policy

I. Policy Statement
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

II. Procedure
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

A. XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

B. XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

1. XXXXXXXX

2. XXXXXXXXXXXXXXXX

DINING AND FOOD SERVICE

POLICY:

Residents will be provided with nourishing, palatable, attractive meals that meet the resident's daily nutritional and special dietary needs. Each resident will be provided with services to maintain or improve eating skills. The dining experience will enhance the resident's quality of life and be supportive of the resident's needs during dining.

DINING AND FOOD SERVICE

PROCEDURE:

1. Resident dining areas will have comfortable sound levels, adequate lighting, furnishing, ventilation, space and absence of odors to accommodate dining.

2. Tables will be adjusted to accommodate wheelchairs, etc. Residents will be assisted to the dining room as needed by nursing staff. Positioning and assistance at mealtime must be appropriate for residents' needs. Residents should eat in an upright position unless otherwise specified by the interdisciplinary team or a

DINING AND FOOD SERVICE

PROCEDURE:

4. Residents will be properly prepared for the meal by nursing (for example: hearing aids in place, dentures in, hair combed, dressed properly, and eyeglasses on).

5. Residents will be positioned properly in chair, wheelchair, Geri-chair, etc. at an appropriate distance from the table. Tray tables and beds will be at the appropriate height and position for residents eating in bed.

6. Residents will be provided with the proper assistive devices and utensils identified by the care plan.

DINING AND FOOD SERVICE

PROCEDURE:

7. Appropriate staff will assist residents as needed to assure adequate intake of food and fluids at the meal. Residents will be assisted promptly and in a timely manner after the meal arrives.

8. Residents at the same table will be served and assisted concurrently.

9. Food must be at the proper consistency to meet each individual's needs. Mechanically altered diets, such as pureed, are prepared and served as separate entrée items (except when meant to be combined food; such as stews, casseroles, etc.).

DINING AND FOOD SERVICE

PROCEDURE:

10. Food placement, colors and textures are in keeping with the residents' needs or deficits (ex: vision, swallowing, etc.).

11. Clothing protectors will be available as needed.

12. Residents will be monitored by nursing to determine the amounts of food/fluids consumed. (Refer to food and fluid intake policies in this section).

DINING AND FOOD SERVICE

PROCEDURE:

13. The DFNS will perform meal rounds daily to determine if the meals are attractive and nutritious and meet the needs of the residents. The DFNS will observe meals for preferences, portion sizes, temperature, flavor, variety and tray passes for accuracy. The DFNS will report any concerns to the administrator, nursing director, dietetics professional, or other necessary staff.
14. The dining room will be cleaned promptly after each meal.

Regulations

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§483.60(a) Staffing

The facility must employ *sufficient staff with the **appropriate competencies** and skills sets to carry out the functions of the food and nutrition service, taking into consideration resident assessments, individual plans of care and the number, acuity and diagnoses of the facility's resident population in accordance with the facility assessment required at §483.70(e)*

Regulations

§483.70(e) Facility assessment.

(iii) The **staff competencies** that are necessary to provide the level and types of care needed for the resident population;

Competencies

Cooks

- Read the menu and extensions
- Read AND comprehend the recipe
- Use the equipment
- Work within time restraints
- Know the diets
- Know cooking temps
- Know holding temps

Competencies

Dietary Aides

- Read the menu and extensions
- Know the importance of the supplements/snacks
- Use the equipment
- Work within time restraints
- Know the diets

Competencies

Dishwasher

- Use the equipment
- Know the concentrations/temperatures
- Know how/when to document
- Know proper procedures
- Work within time restraints

Competency Check-Off Sheet: Handwashing

Name: _____
 Date: _____

Check each step as it is demonstrated.

Handwashing

- ___ Assemble equipment.
- ___ Standing away from sink, turn on faucet.
- ___ Let water run to a temperature as hot as the hands can comfortably stand.
- ___ Wet hands and wrists, keeping hands lower than elbows.
- ___ Use a generous amount of soap, rubbing hands together and fingers between each other.
- ___ Pay particular attention to the areas between the fingers and around the nails.
- ___ Push soap under your fingernails and cuticles, washing up to two inches above wrist.
- ___ Use a brush for cleaning under the nails. Rinse the brush clean. Set upright to air dry.
- ___ Wash for 20 seconds.
- ___ Rinse thoroughly under hot running water.
- ___ Do not touch the sink or run the water too high on the arm.
- ___ Using a clean paper towel, dry from tips of fingers up to clean wrists.
- ___ Dispose of towel without touching waste container.
- ___ Using clean paper towel, turn off faucet and properly discard towel.

Competency Check-Off Sheet: Handwashing

Equipment needed:

1. Hot and cold water through a mixing faucet, at a temperature between 110 degrees F and 120 degrees F.
2. Soap dispensing equipment.
3. Disposable paper towels.
4. Waste receptacles that do not require touching the unit to open and are easily cleaned (i.e. foot operated).

Competency Check-Off Sheet: Handwashing

When to Wash Hands

The following activities should always be followed by thorough hand washing:

- Using the restroom
- Using a handkerchief or tissue
- Handling raw food (before and after)
- Touching areas of the body, such as ears, mouth, nose, or hair, or scratching anywhere on the body
- Touching infected or otherwise unsanitary areas of the body
- Touching unclean equipment and work surfaces or wash rags
- Smoking or chewing tobacco
- Clearing away and scraping used dishes and utensils; performing scullery operations
- Eating food or drinking beverages
- Chewing gum
- Handling chemicals
- Taking out the garbage or trash

Competency Check-Off Sheet: Handwashing

Hand maintenance

Fingernails should be kept short and clean

Nail polish, false fingernails and acrylic nails may be difficult to keep clean and can break off into food. Therefore they should not be worn while handling food.

Cuts and sores on hands, including hangnails, should be treated and kept covered with clean bandages.

If hands are bandaged, clean gloves should be worn at all times to protect the bandage and to prevent it from falling off into food.

Until an injury heals, you may need to move to another job out of food handling tasks.

Gloves

Gloves must never be used in place of handwashing. Hands must be washed before putting on gloves and when changing to a fresh pair. Gloves used to handle food are for single use only and should never be washed and reused. Gloves should be changed:

- As soon as they become soiled or torn.
- Before beginning a different task.
- As least every four hours during continual use, and more often when necessary.

After handling raw meat and before handling cooked or ready-to-eat food.

Requesting foods not on prescribed diet

All residents have the right to request substitute foods even when this violates the physician's orders. A nursing home shall provide education to the resident regarding the benefits of the prescribed diet and consequences of his or her refusal to eat the prescribed diet.

Requesting foods not on prescribed diet

Policy

■ ■ ■ Requesting foods not on prescribed diet

Policy

Residents may request alternate foods not on the menu.

■ ■ ■ Requesting foods not on prescribed diet

Procedure

■ ■ ■ Requesting foods not on prescribed diet

Procedure

1. The resident may elect to deviate from the prescribed diet and participate in facility dining choice program by selecting menu items they prefer in order to encourage consumption and dietary satisfaction.
2. When resident requests food not on their prescribed diet, staff will suggest alternates based on the alternate menu, always available menu, the restaurant menu.

■ ■ ■ Requesting foods not on prescribed diet

Procedure

3. The resident will be given time to make a choice.
4. When decision is made; staff will notify the cook, and the appropriate food will be prepared.
5. Staff will notify the DFNS.
6. The DFNS will document that the resident chose not to follow the diet.

■ ■ ■ Requesting foods not on prescribed diet

Competencies

1. Knowledge of foods on the prescribed diet
2. Knowledge of foods to recommend
 1. Similar foods
 2. Foods resident likes
3. How to document on meal percentage form

■ ■ ■ Staff Education

- Inservice Training
 - Present section by section
 - New Policy
 - Review the policy
 - Explain any changes
 - Allow for Q&A

Monitoring

- Once policy is implemented, monitor to insure staff is following the policy correctly

Review and Revising

- Review
 - At least yearly
- Revise
 - As changes occur
 - As regulations occur

DIETARY POLICY PRACTICE BOOK
Approved for Use In:

Facility _____

Address _____

| | | | |
|----------------------------|------------|----------------------------|------------|
| Administrator _____ | Date _____ | Administrator _____ | Date _____ |
| Registered Dietitian _____ | Date _____ | Registered Dietitian _____ | Date _____ |
| Director of Nurses _____ | Date _____ | Director of Nurses _____ | Date _____ |
| Dietary Manager _____ | Date _____ | Dietary Manager _____ | Date _____ |

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|----------------------------|------------|----------------------------|------------|
| Administrator _____ | Date _____ | Administrator _____ | Date _____ |
| Registered Dietitian _____ | Date _____ | Registered Dietitian _____ | Date _____ |
| Director of Nurses _____ | Date _____ | Director of Nurses _____ | Date _____ |
| Dietary Manager _____ | Date _____ | Dietary Manager _____ | Date _____ |

Questions???

Thank You!!