

Aladdin Temp-Rite® Flatware Roll-out

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BIDMC Food Services

Problem

- BIDMC Food Service Department serves ~1660 meals per day between both campuses. Up against high census numbers and limited FTE's, it can be challenging to deliver patient meals within our goal of 45 minutes. However, no one wants to start their day off with a cold omelet or eat cold chicken noodle soup! On the other side, Food Services do not want the temperature of the food to negatively impact the food quality for the patient. Due to the amount of trays being delivered and time spent delivering trays throughout the hospital, solutions were sought out to keep the food hotter for longer.
- To combat the problem of hot holding temperatures, the Food Services Department rolled out a new fleet of high technology flatware in January 2018. The decision to transition to Aladdin Temp-Rite Flatware was made based on its success and positive feedback from BIDMC satellite locations, Needham and Milton. With this change, Food Services strives to increase food quality for our patients as well as increase Press Ganey scores.

Goals




- Increase Press Ganey scores for temperature by improving patient satisfaction of meals
- Improve quality of food by increasing temperature to maximize approval of meals offered
- Enhance tray appearance to increase acceptability of trays by patients

The Food Services Patient Services Team

- Elizabeth Haley, RD, Patient Services West
- Brandon King, Patient Services West
- Sarah Littmann, RD, Patient Services West
- Mieka Martin, Patient Services Ops West
- Emily Bridges, RD, Patient Services East
- Maude Meade, Patient Services East
- Kelsey Whalen, RD Patient Services Ops East
- Gary Visnick, Executive Chef West
- Andre Silva, Sous Chef West
- Steve Pierce, Exec Chef East
- Chris Lumpkins, Sous Chef East
- Shana Sporman, MS RD LDN, Director
- Chris Weiss MBA, Assistant Director
- Michael Hanley, Productions Ops Manager
- Chris Minette, MBA Senior Director Food &EVS
- Nora Blake, Sodexo District Manager

Implementation

New Aladdin Items:

<p>Essence® Entrée Domes</p> 	<p>Heat on Demand Advantage® Entrée Bases</p> 
<p>Allure® Insulated Soup Bowls and Lids</p> 	<p>Allure® 8oz. Mugs</p> 



- ### What's different?
- Soup bowl covers
 - Bases are heated before plating
 - Elegant appearance

For more information, contact:

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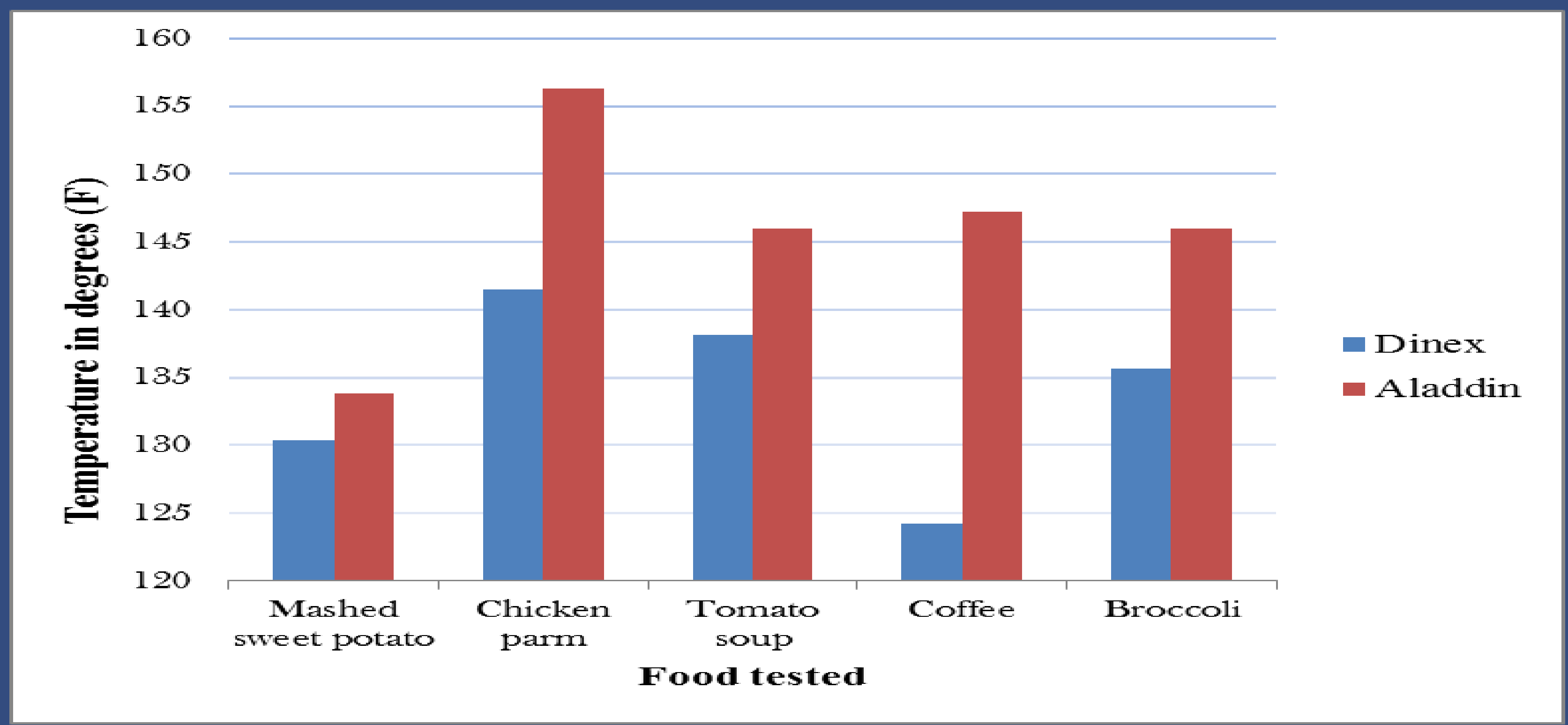
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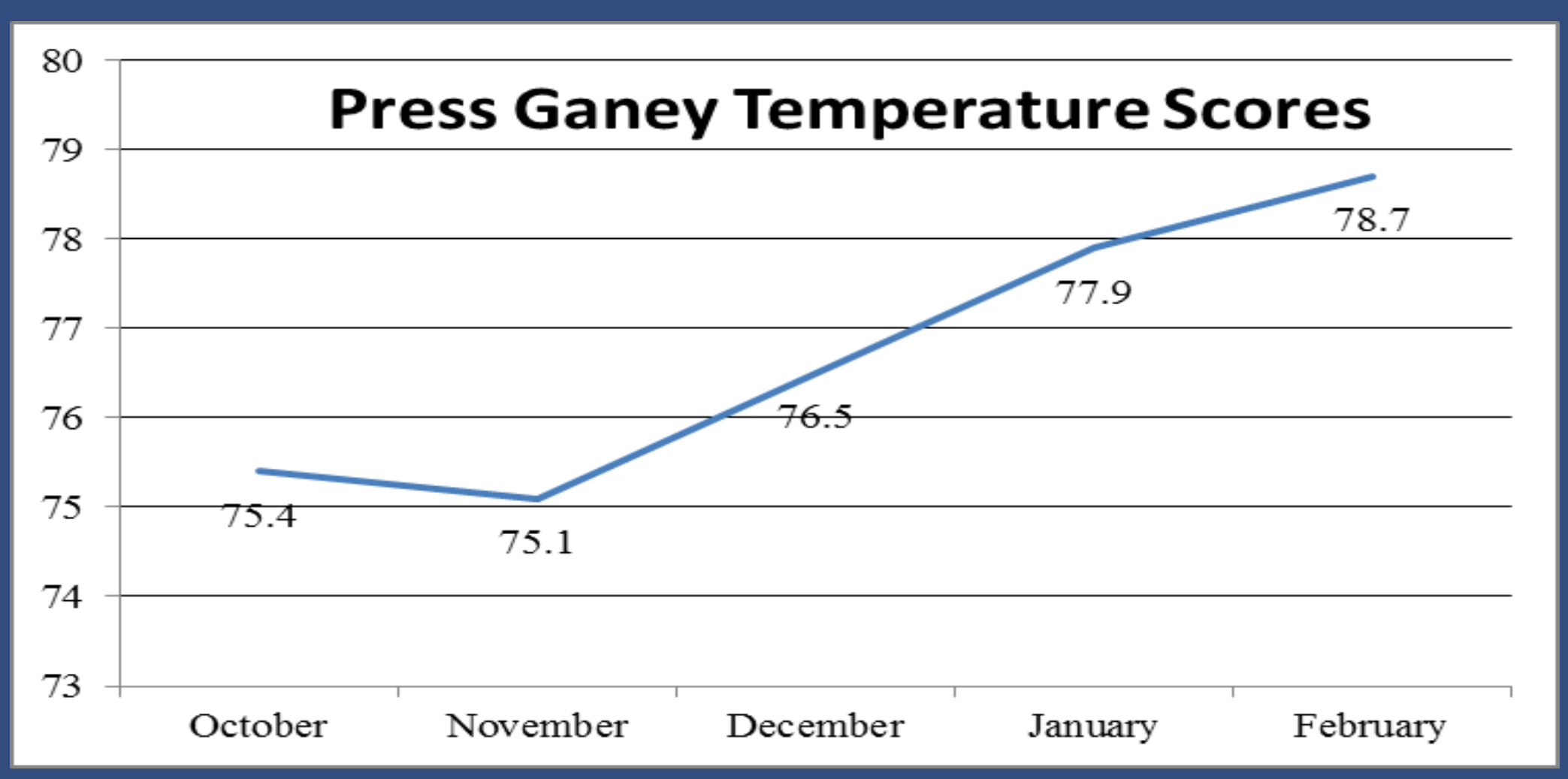
Results

We are still in the infancy phase of collecting significant data of the new flatware technology impacting the quality of food for the patients. However we saw an immediate difference in hot holding temperatures by conducting test trays emulating the food delivery process. Below are the temperature results of test trays comparing the Dinetex flatware to the new Aladdin flatware and Press Ganey discharge data scores for temperature for the last five months for both campuses. We hope as Press Ganey discharge data continues to be collected in the next few months we will continue to see a rise in our temperature scores.

Improved Hot Holding Temperatures:



Press Ganey Update:



Lessons Learned

- Cooks had to be trained prior to implementation on how to use the new warmers to heat the bases. The new warmers also came with some restrictions. For example, anyone with a cardiac pacemaker cannot use them. These restrictions were communicated with the staff and regularly followed.
- The sanitation team was instructed on how to arrange the new flatware in the dish machine to assure it is being washed, rinsed, and sanitized effectively.
- The trayline team worked through how to properly arrange a tray with proper weight distribution and appetizing visual appearance. Also, fitting the new flatware on the trays due to the diameter of the soup bowl covers taking up extra room on the tray.
- There is a one pound weight difference in the new Aladdin bases and lids compared to the Dinetex bases and lids. This had to be considered when asking our tray passers to continue delivering them and transporting a full truck of trays. Also re-training all employees on proper lifting techniques. The call center employees needed to be re-educated of proper ordering limits (i.e. 2 entrees max, 4 beverages, etc.) to eliminate heavy trays.
- Facilities had to be involved when installing the new base warmers on the trayline. In order to effectively utilize the small space we have, we had to move a plug and re-arrange some electrical work to accommodate the new warming equipment.

Next Steps

- We will continue to replace older flatware and to maintain the integrity of the Aladdin flatware by properly using, washing, and sanitizing. This includes disseminating communication to the units to avoid microwaving the plate bases, as over time it can deactivate the heating ability.
- Explore options for cold holding flatware. This may include beverage tumblers, ice cream bowls, and insulated salad and fruit bowls
- Recycle the old Dinetex tray system to other Beth Israel accounts as they are still in good working conditions and should not be thrown out..

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