

Smoothie, Frappe and Blended Supplement Station Process Improvement

Completed By: Jessica Gloss, MS, RD, LDN

Introduction/Problem

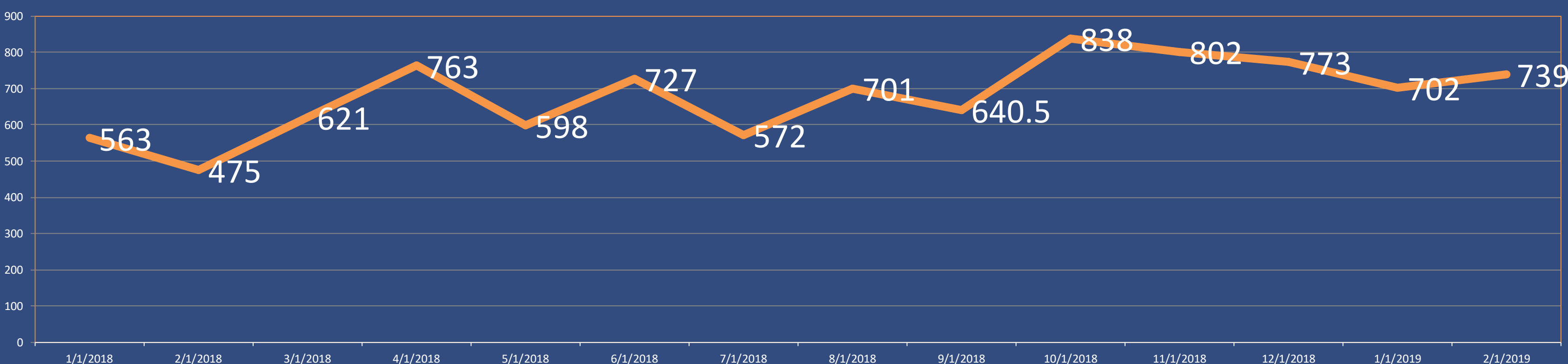
Blended specialty supplements, smoothies and frappes are prepared daily for patients with increased nutritional requirements. Orders are placed by a Registered Dietitian in POE (Provider Order Entry).

Blended supplement, smoothie and/or frappe orders appear in the patient meal ordering application HealthTouch under the patient profile and the CSR (Customer Service Representative) orders at specified meal periods. Supplements print on meal tickets and are made to order then delivered as part of the patients meal tray. Patient orders have increased since October 2018, likely attributed to an introduced smoothie menu.

Multiple problem areas were identified:

- Steady increase in blended drink production demands increased labor
- Location of blending station, ingredients, cups/covers and utensils: cause staff to make unnecessary motion resulting in increased time spent making product
- Not enough blender containers: cause staff to make additional steps to the dish room and back, while waiting 2.5 minutes or more for blender container to be clean and sanitized
- One blender base: increased time to make multiple products
- Physical size of workspace : two shelves 20in x 16 in. each
- Inconsistency in order vs. standard recipes: cause overproduction

East Campus Smoothie, Frappe and Blended Supplement Usage Per Month



Aim/Goal

Reduce overall time and steps taken to make smoothies, frappes, and blended supplements on the East Campus trayline. Reduce physical waste of product by reviewing recipes and retraining staff.

The Team

- Jessica Gloss, MS, RD, LDN
- Kelsey Whalen, RD
- Jill Matson

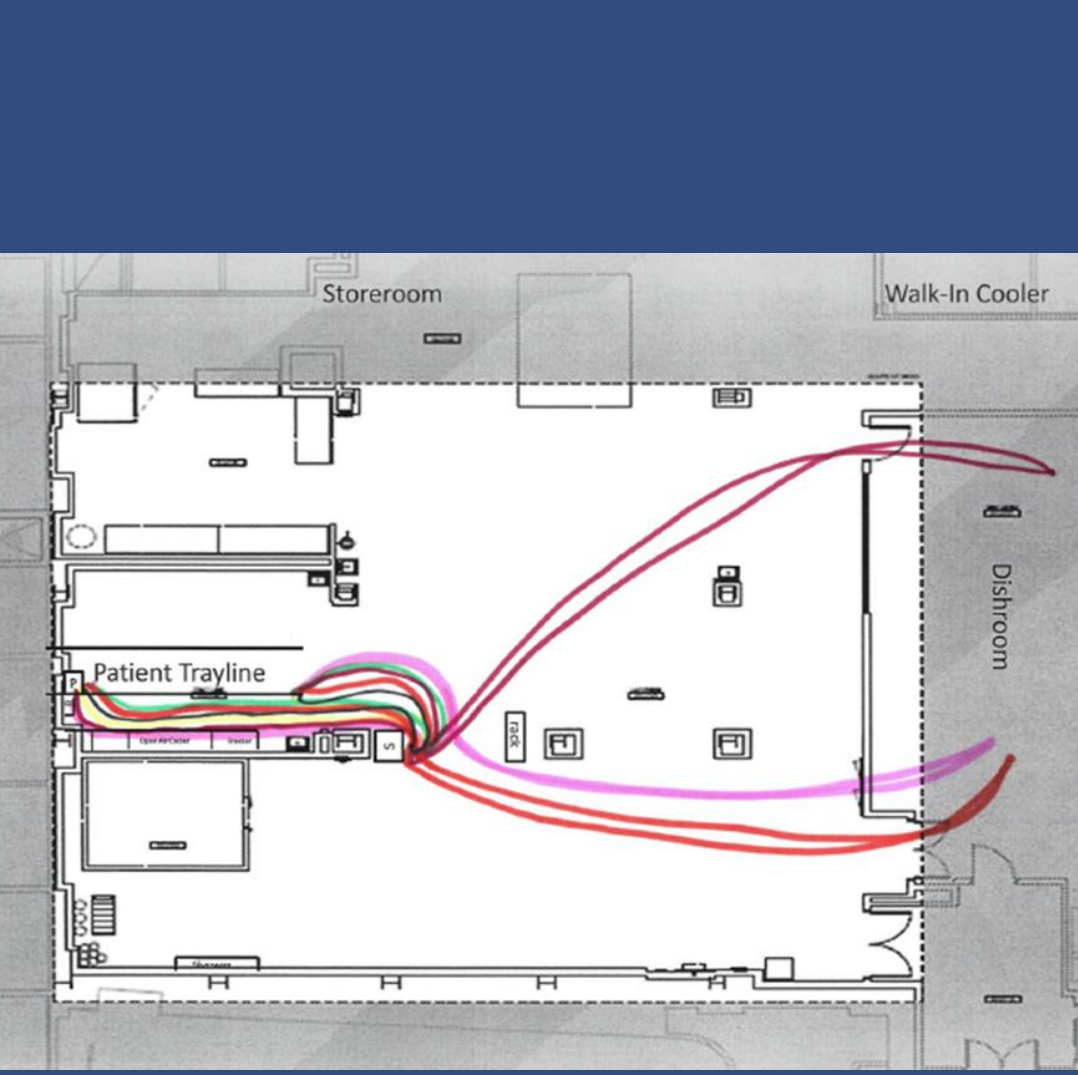
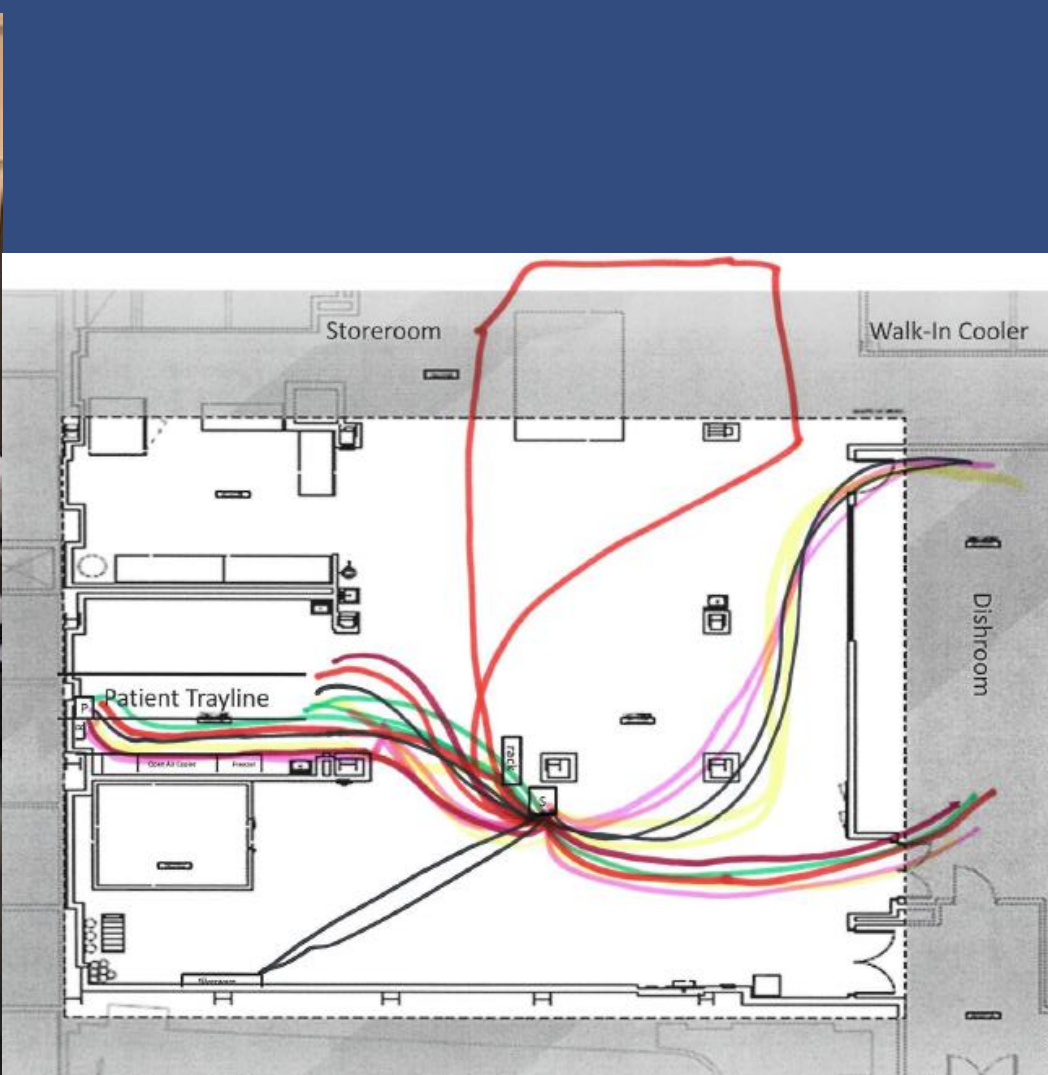
Food Service Manager
Operations Manager, Patient Food Services
Project Manager, Food Services

The Interventions

- First, staff were observed making specialty supplements, smoothies and frappes to determine time taken to produce at baseline. Mean: 3.05 minutes, with longest time taken: 9.25 minutes
- Then a new blending station was installed
 - Relocated closer to trayline
 - Increased workspace and added undershelf bin for dirty blenders and utensils
 - Easily accessible storage containers for regularly used ingredients, cups, covers and utensils
 - Added additional blender container

Results/Progress to Date

With roll-out of new blending station, time taken to produce specialty supplements, smoothies and frappes was reduced. Mean: 2 minutes, with longest time taken 3.25 minutes.



Next Steps:

- Update #13 job flow and provide training regarding daily stocking of blending station, including quantity of Greek yogurt, Staff training regarding flow of dirty blenders to dishroom
- Review recipes and provide staff retraining of how to place orders in Healthtouch and production

For more information, contact:

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