ADVOCOR *Test Tray Pilot*

Elizabeth Haley, RD, Sarah Littmann, RD, LDN, Kelly Stoner

BIDMC Food Services Department

Introduction/Problem

- BIDMC Food Service Department serves ~1660 meals per day between both campuses. Facing high census numbers and limited FTE's, it can be challenging to deliver patient meals within our goal of 45 minutes. However, no patient wants to eat cold chicken noodle soup or have items missing from their tray. For this reason, the patient food service team conducts test trays on a weekly basis.
- To increase satisfaction of patient meals, Patient Service Managers complete 3 test trays weekly to assess overall quality, temperature, taste, and accuracy.
- The team was already using Advocor to document patient meal rounding. The decision to document test trays using Advocor aligned with our goals of our department to decrease waste and increase patient satisfaction.
- With this change, Food Services strives to increase food quality for our patients as well as increase Press Ganey scores through better utilization of data collected from conducting test trays.

Goals

- ➤ Increase Press Ganey scores by improving quality of meals
- ➤ Complete 3 test trays per week and document using Root Cause in Advocor
- ➤ Utilize data for continuous quality improvement of patient food services

The Patient Food Services Team

- ➤ **Elizabeth Haley, RD**, Patient Services Ops West
- ➤ **Brandon King,** Patient Services West
- ➤ **Sarah Littmann, RD,** Patient Services West
- ➤ **Kelly Stoner,** Patient Services West

- ➤ **Kelsey Whalen, RD** Patient Services Ops East
- ➤ **Emily Bridges, RD,** Patient Services East
- ➤ **Maude Meade**, Patient Services East
- ➤ **Stephanie Rioles**, Patient Services East

Implementation

Prior to utilizing Advocor, test trays were documented by manually filling an excel spreadsheet, assessing the performance of the tray based on the Scoring Guide. The test tray form was then saved on the computer as well as printed and filed in a binder

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Progress to Date

We are still in early stages of collecting data that defines the value of assessing test tray data in Advocor. Mostly significantly, we have improved upon tracking trends related to food quality and temperature, as well as tray accuracy and cleanliness. Advocor is user friendly, allowing you to source a particular item that is trending below our quality standards. This has promoted the Patient Services Team to conduct focused in-service trainings with staff, resulting in improved Press Ganey scores from discharge data for temperature and quality across both campuses. We will continue to utilize Advocor to identify and resolve Root Cause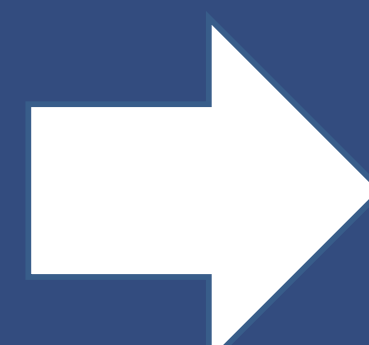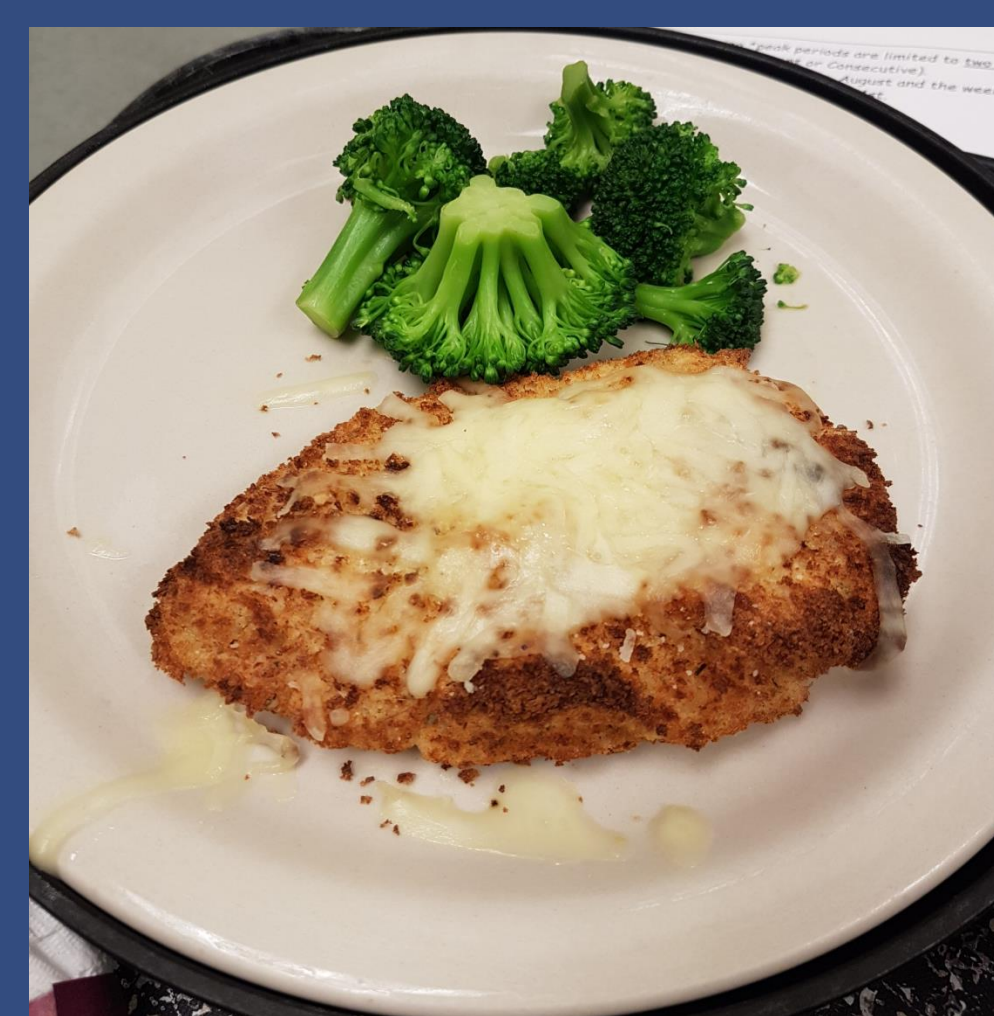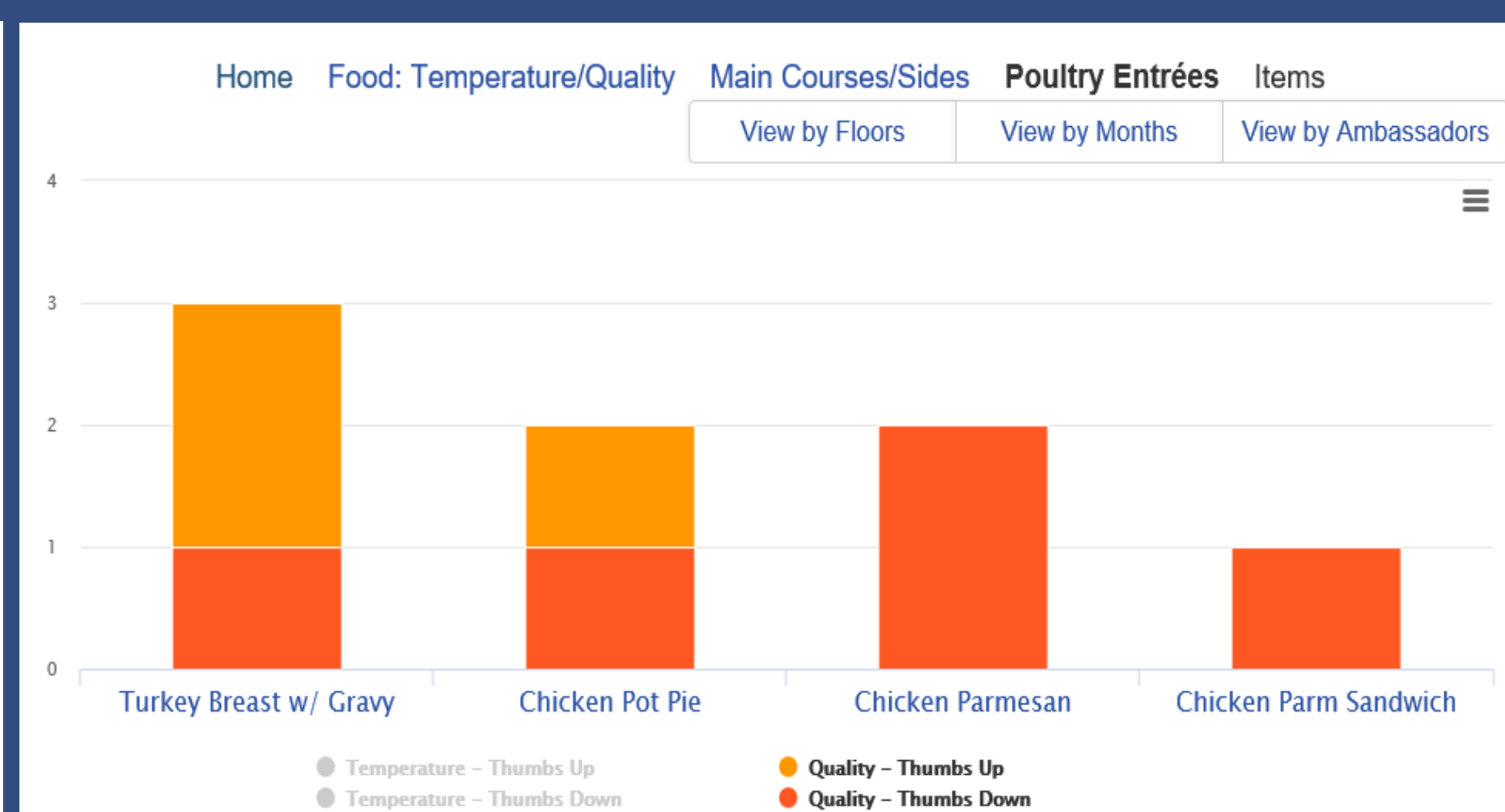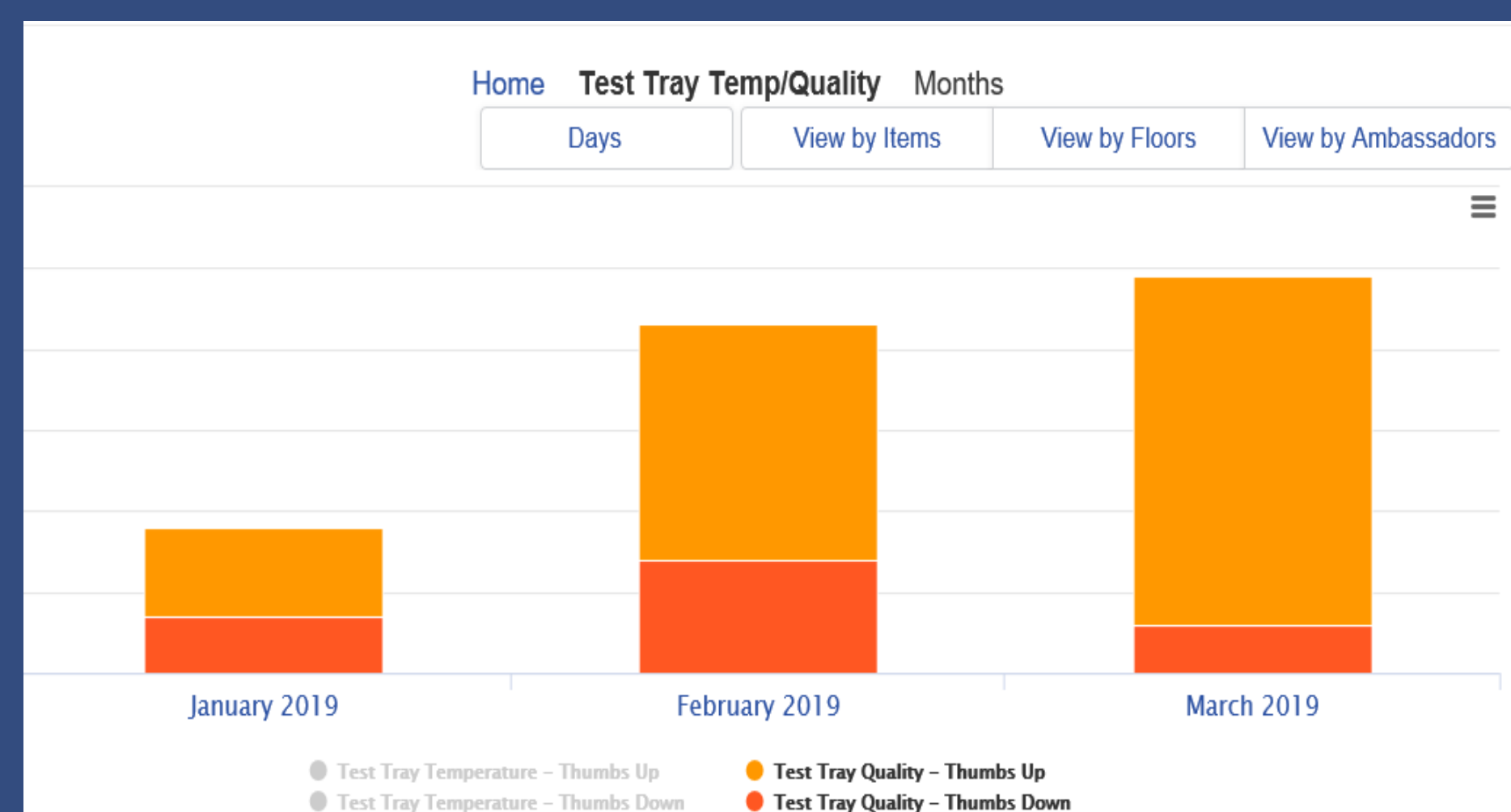 problems, educate our staff, as well as enhance the patient food service experience. The data chart below represents test tray quality improvement over the last three months.
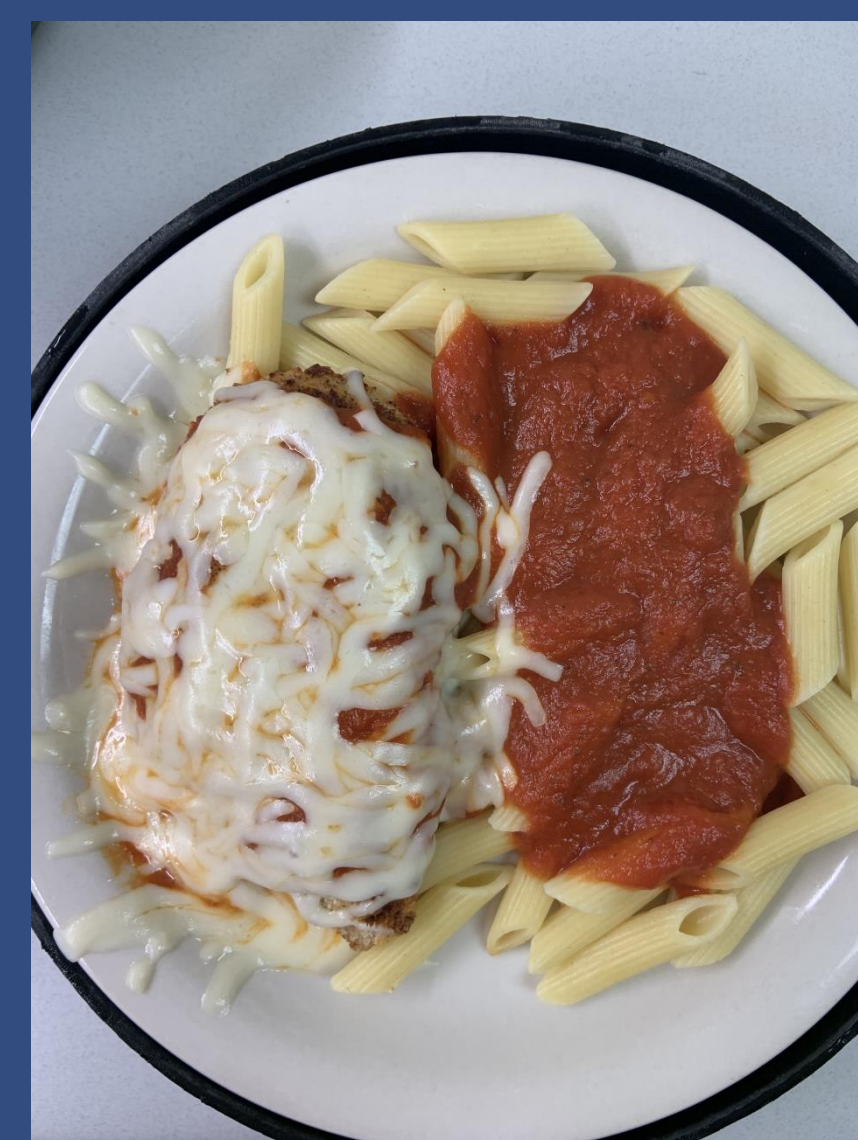
Lessons Learned

➢ Entering test tray information does not have to be a standard process anymore. We are learning to use it interchangeably instead of ordering one of every category of food. This leads to quick ways assess food quality data.

➢ Generates discussion and staff education on proper food preparation methods and procedures that impact patient safety and quality of food.

➢ The Root Cause analysis tool identifies individual food items that need temperature and quality improvement.

➢ Helps to track tray accuracy and reduce the number of missing items from trays.

Next Steps

➢ Temperatures are manually entered into Advocor. In the future, we would like a drop down box so that we can easily evaluate the data from temperatures collected.

➢ Continue to utilize Advocor for menu and recipe development

➢ Managers are currently the only ones trained to utilize Advocor. We would like to educate staff to use this tool (such as call center employees). This will result in more data and improved quality and temperature of food.

➢ We have asked Advocor's development team to integrate a system that reminds managers to test specific items or diets that have not been tested in a certain amount of time. This will help us strategically order test tray items.

➢ Working with Advocor to elaborate and improve the Test Tray format and the information being collected. For example, having a place to upload a picture of the test tray to assess quality, preparation, and presentation.

➢ Moving all evaluating tools (RSA/CSR Audits, Floor Stock Audits, etc.) to Advocor for easy and quick ways to evaluate staff

Chart (left): Home — Test Tray Temp/Quality — Months — Days — View by Items — View by Floors — View by Ambassadors
January 2019, February 2019, March 2019
Test Tray Temperature – Thumbs Up; Test Tray Quality – Thumbs Up; Test Tray Temperature – Thumbs Down; Test Tray Quality – Thumbs Down

Chart (right): Home — Food: Temperature/Quality — Main Courses/Sides — **Poultry Entrées** — Items — View by Floors — View by Months — View by Ambassadors
Turkey Breast w/ Gravy, Chicken Pot Pie, Chicken Parmesan, Chicken Parm Sandwich
Temperature – Thumbs Up; Quality – Thumbs Up; Temperature – Thumbs Down; Quality – Thumbs Down

Improved our Chicken Parmesan recipe after learning the quality was continually reported as poor yet one of our most popular dishes!