SuzyQ cart System

Improving the overall
“Dining Experience”
in Long Term Care homes

by
Suzanne Quiring, Registered Dietitian

SuzyQ Menu Concepts

www.hotfoodcart.com
<table>
<thead>
<tr>
<th></th>
<th>Onions</th>
<th>Peas</th>
<th>Corn</th>
<th>Beans</th>
<th>Spinach</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mike</td>
<td>Hates</td>
<td>Loves</td>
<td>Hates</td>
<td>Likes</td>
<td>Likes</td>
</tr>
<tr>
<td>Tim</td>
<td>Loves</td>
<td>Hates</td>
<td>Loves</td>
<td>Hates</td>
<td>Hates</td>
</tr>
<tr>
<td>Katie</td>
<td>Hates</td>
<td>Hates</td>
<td>Gags</td>
<td>Gags</td>
<td>Tolerates</td>
</tr>
<tr>
<td>Lisa</td>
<td>Allergic</td>
<td>Hates</td>
<td>Allergy</td>
<td>Allergy</td>
<td>Hates</td>
</tr>
<tr>
<td>Willie</td>
<td>Throws</td>
<td>Tolerates</td>
<td>Throws</td>
<td>Throws</td>
<td>Throws</td>
</tr>
</tbody>
</table>

Wash-O-Matic
### All Salads - Wayne

**VEGETABLES:**
- Mrs. Bjornson
- Reckseider
- Vettes
- (Erskine)
- Floren
- Kloss
- Maloney
- Niessen
- (Kloos)
- Beans
- Brussel Sprouts
- Peppers
- Broccoli
- Cauliflower
- White Beans
- Corn
- Cucumber
- Leeks
- Lentils
- Turnips

**GASSY VEGETABLES:**
- Onions
- Broccoli
- Cauliflower
- White Beans
- Peppers
- Brussels Sprouts
- Corn
- Cucumber
- Leeks

**ASPARAGUS:**
- Bergman
- Payne
- Sharp
- Dyck
- King
- Vettes
- (Kloos)
- Niessen
- (Kloos)

**BEANS, CREOLE:**
- Wilson
- Harstad

**BEANS, GREEN:**
- Kilgour
- Tanzi
- Bean
- Derry
- Haarstad

**BEETS:**
- Gassen
- Tanzi

**BRUNOCC:**
- Vette
- Tanzi
- Reckseider
- Derry
- Stuab

**BRUSSEL SPROUTS:**
- Vettes
- Beam
- Weightman
- Bock
- Ryan
- Vette

**CAULIFLOWER:**
- Derry
- Stuab

**CARROTS:**
- Wilson
- Tanzi
- Dyck

**CORN:**
- Weightman
- Reckseider
- Sharp
- Baillie
- Simon
- Brinko

**MUSHROOMS:**
- (Kloos)

**GREEN ONIONS:**
- Derry

**ONIONS:**
- Neale
- Stubbins
- Reckseider
- Vettes

**POTATOES, MASHED:**
- Weightman
- Shaw
- Mardon
- (Kloos)

**POTATOES, FRENCH FRIES:**
- Shaw
- Neale
- Mardon
- (Kloos)

**POTATOES, WITH SKIN:**
- Shaw
- Neale
- Mardon
- (Kloos)

**POTATOES, SCALLOPED:**
- Bjornson

**PEAS:**
- Reckseider
- Haarstad
- Grieser
- Tanzi

**PEPPER, RED:**
- Stubbins

**HASHBROWNS:**
- Reckseider

**MIXED VEG:**
- Baillie
- Tanzi

**CUCUMBER:**
- Dyck

**CAULIFLOWER:**
- Tanzi
Ask Team: 3 key Questions…

1) What is important to you when dining?

2) What is great & what frustrates you with the current meal service? List...

3) At your site, what is getting in the way of being successful?
Top 5 Challenges for LTC

1. Improper temp of food
2. High food wastage
3. Updating the “likes/dislike” lists
4. Poor “customer service” to residents
5. Shrinking food budget
Of a 1-10 rating of a “Great Dining Experience”...

~5.4 average score

(n = 400)

Lack of choice  Lack of resident involvement
Portion control (individual)  High food preferences
Budget issues  Rushed!
Noise level
Poor teamwork between departments
Staff break times at resident meal times
Giving all food out at once without asking residents

“FS staff are at the mercy of the nursing staff who deliver the food”  Michelle

Working hard but...is there room for improvement?
When asked... what is important to residents?
Resident’s Top 5 Needs

1. Choice

2. Proper temperature & size

3. Show me dignity and respect by communicating with me

4. Talk to me even if you think I am “confused”

5. Listen and consider feedback
“How” we provide great service in our LTC dining rooms is key for resident-focused care!

My experience needs some examination & vision!

The Food Manager & RD is the major catalyst for change.
#1) Tray service System

150 bed Long Term Care facility
3 separate dining rooms

Menu

- Split Pea Soup
- Ham and Cheese Sandwich
- Ice cream
Before…
Could a 80 year old senior can eat all of this?
Institutional looking!
After 42 trays...
7 full sandwiches
10 bowls + 7 mugs of soup
6 ice cream cups
2 puddings
17 mugs of tea/coffee
8 supplements
12 glasses milk
7 thick fluids
16 glasses of juice
~$30.00

150 residents x 3 meals/day
x 365 days/year =

$110,000 per year in wasted food
Tray Service Generates More Food Waste in Dining Areas of a Continuing-Care Retirement Community

Applications:

Changing the style of service can affect not only quantity of solid waste generated and associated disposal costs but also food and supply costs, meal acceptability, and quantity of natural resources required. The systems approach should be used to assess the feasibility of changing service system so that all costs are considered.

#2) Typical “severy” System
(neighborhoods, pods, restaurant style, pre-plate)
This severy in a 100+ resident dining room
Typical situation - Cook behind the steam table, and staff pick up pre-plated meals – lots of lists, running back & forth, limited contact
“Throw & Go” method
Cook & aid stuck behind a table, reading long lists (no interaction with their customer)
FS worker in the back of satellite kitchen up for 50+ resident DR
This is PRE-
determined, not SELF-
determined!

There’s a major difference!
#3) SuzyQ Cart System

- Residents are stationary
- All food/drink is mobile
- Similar to "Dim Sum"
- Lots of choice within menu
- Staff work as a team
- Flexibility
- Saves money, hotter food

It’s a Resident’s Choice!
Guiding Principle ...

Always communicate before food or drink is given to a resident, regardless of “care level” (do not assume for them!)

Question:
How do you communicate with a resident with dementia?

Why does it matter?
R-E-S-P-E-C-T!

“They hear the LOVE in your voice!”
Instead of “The Dining Room Run” (or tray line) + reading long lists… go bulk mobile and spend that time talking to the residents.

Goal: get as close as you can with food to give folks a daily chance to talk

“Creating an experience that people can remember, not just creating a room where people eat”

Cheryl Lucas, consultant to LTC
Photos of the SuzyQ cart system...
Similar to being on a plane & receiving beverage service…

(kind of fun, choices!)
Beverage Cart

✓ Support Staff
✓ Before & during meals
✓ Re-fills offered!
✓ Hot & cold drinks
✓ 1 cart per Dining Room
✓ Less waste = save $$
✓ No more pre-poured juice or milk
✓ Idea: Cue cards on “what” and “how to serve?”
Q: How many beverage options do you offer daily? Do you waste $?
Good-bye to pre-poured juice!
Cereal Cart
6 cold cereals + 1 Hot cereal + bananas offered daily = variety!

Q: How many cereal choice do you offer daily?
Cereal Dispensers
Soup Cart

- Dietary Aide (or cart)
- Lunch or supper
- 2 crock pots of soup
- Basket of crackers
- Table cloth

Benefit #2: Direct contact with the dietary staff

“I especially enjoy the hotter soup” (Mary, 79)
Q: Do you struggle with soup temps? This is a great idea!
SuzyQ Cart

- Compact (32” wide)
- 2 separate wells/dials
- Plate warming shelf/rail
- 6” castors = 1000 lbs
- 1 cart ~ 40 residents
- R.O.I = first year savings!
- Options: heated top drawer, cutting board, laminate sides
This facility removed their stationary steam table in their kitchen, and replaced it with 2 SuzyQ carts for their 75 resident dining room… The pass-thru is now used to hold blankets & clogs!
One side of the cart = 1 full size insert
(puree, minced, chopped, regular)
Use narrow, deep 4-6” inserts (1/3, 1/4, 1/6, 1/9 sizes) for food to fit, and the different textures. Use the heated drawer option for extra heated space too.
Dietary Aid leaving “the 4 walls of the kitchen” to interact and serve!

Major benefits!
Serving directly in the Assisted Living Dining room
Eye contact. Talking to the resident first. No running. Personal.
Introducing the menu to the residents first, before plating up...
Then plate up accordingly. Don’t assume. Always ask first.
Bulk condiments save money, and easier for residents too!
Showing residents with dementia their meal choices is helpful when words are hard for them.
Care Aid and cook work together in the dining room (multi-level care)
**Dessert Cart**

- Support staff
- Lunch & Supper
- Choice of desserts
- Fruit bowl
- Excellent leftover use
- “whip cream” story

**Benefit #3:** They choose what to eat & quantity

“I love having my choice, especially dessert” (David, 79)
An idea!

Put the supplements on the dessert cart

Q: How many dessert choices do you offer? 3-4?
“Service”

✓ Eye contact and use their preferred name

✓ Introduce the food item to the table, and listen to their choice

✓ Talking to them directly

  (not just reading a sheet in front of them, or pre-plate))

✓ Serve on the left, remove from the right

  (not reaching over the table...armpit in the head)

✓ S.E.R.V.I.C.E

  Social (talk to them)
  Enthusiastic (smile & have fun!)
  Respectful (listen!)
  Vibrant (good timing)
  Intelligent (wise decisions)
  Courteous (manners!)
  Engaged (talk to them)
Helpful “Culture Change” websites

www.pioneernetwork.net  (Good one!)

* New Dining Standards (Fall 2011) *

www.aahsa.org
www.aqnhc.org
www.ahcancal.org
www.nhqi-star.org
www.changeculturenow.com
www.caregivereducation.org
www.edenalt.com
Let’s go on a field trip!

- Stanford Place (Large)
- Tabor Home (Medium)
- Windsor Elms, NS (Small)
- Mission Palliative Care
- New Vista Society (Eden Alt)
- Lynn Valley Assisted Living

Did you know...over 300+ facilities use SuzyQ carts
Stanford Place
(Parksville, BC)

✓ Built in 2008

✓ 3 storey building with 181 complex care units
   (Assisted living to Dementia Care)

✓ Main kitchen in the basement, 6 different dining rooms

✓ 6 Suzy Q carts, and supplement carts for each dining room

✓ Dining room coaching really emphasized

✓ Accreditation Team comments.....
Food easily transported to each dining room & served.
Self – determination….not pre-determination for them = Respect!
Tabor Home – Abbotsford, BC

✓ Built in 1950’s
✓ Home of 118 complex care residents
✓ Carol Unger, Director of Support Services
✓ Provided tray service for 15+ years (tray line)
✓ Switched in 2000 and have 3 SuzyQ carts,
✓ 3 different dining rooms (even SCU)
✓ “We would never go back to trays” – Carol Unger
Windsor Elms – Windsor, Nova Scotia

✓ Built in 1966
✓ 108 multi-level care residents live here
✓ Switched from tray service to SuzyQ cart in 2001
✓ Copy of Denise Turnbull’s “benefit report” attached
What is wrong with this picture?
They “parked” the cart...the cart is to move to the resident to allow them to see & voice their choice.
Mission Hospital - Palliative Care Unit

✓ Opened in July 2005 to support terminally ill patients & family

✓ 10 private rooms on the 3rd floor of Mission Hospital

✓ Typically, hospital patients get tray service but here the cook comes up to serve – it’s amazing! Video on website.

✓ Half of cart is “comfort” foods...pt’s aren’t overwhelmed with huge amounts of food, no wasted trays, less food waste ($$ savings)

✓ Personal story of my Dad (egg & oatmeal)
If you have a Palliative Care Unit or Hospice…

please consider this!

It matters.
Menu side of cart

Comfort food side of cart
New Vista Society – Burnaby, BC

- New Vista Society started in 1943
- 236 bed Multi-level care facility (ALL care levels!)
- 5 different dining rooms – 7 SuzyQ carts
- 1st Eden Alternative Care facility in BC (in 2000)
- “Better choice & selection, interaction with residents, & less food waste” – Margaret McLennan, Dir. of Support Services
Use the SuzyQ cart in Assisted Living

16 residents in the dining room

Big challenge = separate building!

Solution = transport in Cambro carrier, then place in cart to serve residents.
Benefits for the Residents

✓ Direct contact with the dietary staff
✓ Hot Food! (crock pots, warm plates, SuzyQ)
✓ See and smell the food
✓ They choose what to eat & quantity
✓ Immediate feedback on the acceptance of the food.
✓ Bulk condiments (scooper for jams, squeeze bottles). Easy!
✓ Residents eat better & can finish their plate
✓ Gain back some control over their lives
✓ Loneliness, boredom, helplessness plagues are challenged!
“just mashed potatoes with lots of gravy” please...
Resident Testimonies

“Food that you don’t want to eat is not on your plate” (Flo, 94)

“You get what you want and the amount” (Edna, 92)

“I love having my choice, especially with dessert” (David, 79)

“This system is much more sane than the other home I was at”

(John, 89)
Benefits to Dietary Staff

✓ Save a **TON** of money in less food waste
✓ Personally get to know the residents
✓ No long “likes/dislikes lists” to read
✓ Time saved can be used more wisely
✓ Residents eat better = gain weight
✓ No pre-portioning of drinks, cereal, desserts
✓ Go “green” with bulk service (less packaging)
Benefits to Nursing Staff

“assist residents in the activities of daily living”

✓ Residents more content = happier!
✓ Less complaints during meals
✓ More time assisting residents
✓ Teamwork improved
✓ Charting is easier

** Watch your “buy-in” language **

“It’s not my job or Nursing needs to help us…” **NO!**
# Posted Duty List for the Dining Room Team

<table>
<thead>
<tr>
<th>Role</th>
<th>Task</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dietary Aid #1</td>
<td>Serve soup wagon</td>
<td>0 - 20 min</td>
</tr>
<tr>
<td></td>
<td>Then serve with cook</td>
<td>20 - 30 min</td>
</tr>
<tr>
<td></td>
<td>Serve dessert wagon</td>
<td>30 - 40 min</td>
</tr>
<tr>
<td>Cook</td>
<td>Serve from SuzyQ cart</td>
<td>5 - 30 min</td>
</tr>
<tr>
<td>Care Aid #1</td>
<td>Pour drinks (+ refills)</td>
<td>0 - 10 min</td>
</tr>
<tr>
<td></td>
<td>Circulate DR thru meal</td>
<td>10 - 20 min</td>
</tr>
<tr>
<td></td>
<td>Pick up bowls, dessert</td>
<td>20 - 40 min</td>
</tr>
<tr>
<td>Care Aid #2</td>
<td>Pour drinks (+ refills)</td>
<td>0 - 10 min</td>
</tr>
<tr>
<td></td>
<td>Circulate Dining Room</td>
<td>10 - 15 min</td>
</tr>
<tr>
<td></td>
<td>Assist residents</td>
<td>15 - 40 min</td>
</tr>
<tr>
<td>Care Aid #3</td>
<td>Take walkers out</td>
<td>0 - 10 min</td>
</tr>
<tr>
<td></td>
<td>Assist residents</td>
<td>10 - 40 min</td>
</tr>
</tbody>
</table>

Idea = designate a Dining Room Leader at each meal!
Publications/Research

1) Canadian Nursing Home Journal (Summer 2012)
2) CSNM Fall 2011 Journal – “ask an expert” feature
3) Dietitians of Canada – Gerontology Network 2011
4) CSNM Fall 2009 Journal – page 16-17
5) Canadian Nursing Home Journal – July 2006
   An efficient, resident-friendly dining concept: HFC
6) Food Service and Nutrition Journal – CSNM, Spring 2005
7) Dietary Manager Journal – July 2001 (USA publication)
8) Nutritional or Clinical consequences of decentralized bulk food portioning in elderly nursing home residents with dementia in Montreal - Journal of the American Dietetic Association, Nov 2000, Vol 100
If you want to talk more about your facility needs…
call/email Suzanne Quiring, RD
suzyq@hotfoodcart.com
604-744-8033
1-877-456-8219
www.hotfoodcart.com
Free webinar – invite your team!
Teaching manual mailed out…
In Summary...

Think how you would like to be served;

✓ How much **daily** opportunity does a resident have to say what they want to eat/drink?

✓ Always ask the resident **before** you plate any food/drink – please don’t assume for them

✓ Ask for feedback **after** you provide them with food/drink (i.e. is this meal OK?)
Thank you!

Question & Answer time

“Every path has a few puddles...but it is worth it!”