

My name is Bill Lutz, and up until the mid-nineties I was content owning several different fine-dining restaurants in Central Ohio. Then I was invited to experience the foodservice environment in several long-term care and assisted living facilities in my area. I was STUNNED at what I experienced.

Residents waiting in the dining room disoriented and sometimes asleep; C.N.A.'s sitting at one end of the dining room looking like prison guards; food sitting in the steam-table all morning getting ready for lunch.

It was then when I witnessed my first tray-line. I saw my first resident take one look at her tray and announce "That is too much food....I can't eat all of that!" She immediately started eating her dessert.

That is where I started, and now I am privileged to help educate and implement compliant systems in which both residents and staff are proud.

Ordering meals at the time of service, problem solving at the point of service, and inviting the resident to participate in the dance that we all experience when we go out to eat at a restaurant puts the resident at the center of the process.

You and I have the opportunity to be, or not be, a repeat diner. Our residents do not. While our residents are not interested in fine dining, they are interested in "good, old-fashioned, home-cooked food," and they would like a variety and to be able to choose from several items at mealtime.

Together we can radically change the dining experience of our industry, bringing dignity and satisfaction to those we serve.




Bill Lutz
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Educating staff and leadership
in residential healthcare
communities to emphasize
person-directed care in foodservice.



“Optimum Sloutions was thorough and helpful. After five months, we have noticed that our residents’ weights have stabilized and meal time has become a great time for social interaction. I would recommend this program to any facility.”



OUR SERVICES

On-Site Assessments

We will visit your facility—large or small—to evaluate current operations and make clear and achievable recommendations for improvement.

Facility Design

Whether you are building, renovating or re-organizing, we will work with you to optimize the layout of your facility’s kitchen, dining room, and related food service areas.

Restaurant Methodology Implementations

From limited assistance to phased implementation to turnkey operations, our team of culinary, clinical, and design experts can assist at any level of execution.

Seminars and Workshops

Our seminars and workshops have received critical acclaim for providing practical principles for fiscally responsible planning and design, restaurant style of food preparation, hospitality, and resident satisfaction.

Optimum Solutions is a “one stop shop” with expertise in all areas of foodservice, focusing on residential healthcare and healthcare environments as well as staff and leadership training. From dining room design to technology investments to employee training, we empower individuals in all levels of an organization. Simple but significant changes give our residents the opportunity to make some daily choices, such as preferred dining times or several menu items in the dining room. These choices make all the difference.

From chef to server to resident, our goal is to optimize each step of the “dining dance.” We develop practical systems that build a support system around the resident, producing a high-quality foodservice experience.

The cultural changes we establish will make the most of your resources—positively affecting your bottom line and, most importantly, the satisfaction of your present and future residents.

