



## **“COMPLIANCE VS. P.P.D. IN FOODSERVICE...WITHOUT ASPIRIN”**

**PRESENTER: BILL LUTZ**

### **PRESENTATION DESCRIPTION:**

It's 5:15 P.M. Do you know where your hall cart is?

It's 7:15 A.M. Are your residents in the dining room yet?

It's November 15th, and you have to submit your budget for next year. Ugh!

Oh, yes, and how about your current resident satisfaction level with your dietary department?

In most traditional long-term care and many assisted living environments, meal service often consists of trays passed by nursing personnel and quality is monitored in terms of percentages of meals eaten. The kitchen becomes dependent on nursing staff for compliance measures, yet we know many times compliance falls short. What should you do? Do you in-service nursing staff? How about in-servicing dietary staff?

When we determine p.p.d. for both labor and food cost we almost always base our budgets on historical information. We assume that historical costs accurately portray efficiency, and use them as benchmarks. Has the real cost of *your* menu items been calculated? Are menus custom built with *your* residents in mind, and with *your* input as to food cost?

What happens when a resident gets a tray and is overwhelmed with the volume of food, or notices that the meal is not at proper temperature? Who do they complain to and *who* stands to get a deficiency?

This 1 1/2 to two-hour seminar focuses on practical but creative methods for developing communication systems and logistics between the dietary and nursing departments. We expose you to methods for lowering your p.p.d. by driving your food and labor budgets from “real-time” accounting and retail efficiencies. We also identify methods of problem solving at the point of service (for dining room and resident room service), which will increase hospitality and improve customer satisfaction.

### **LEARNING OBJECTIVES:**

- 1) How to assess the compliance of your existing foodservice operation
- 2) How to convert from PPD accounting to a more accurate “real time” retail accounting system
- 3) How to improve communication between nursing and dietary personnel and maximize customer satisfaction by implementing point-of-service problem solving