



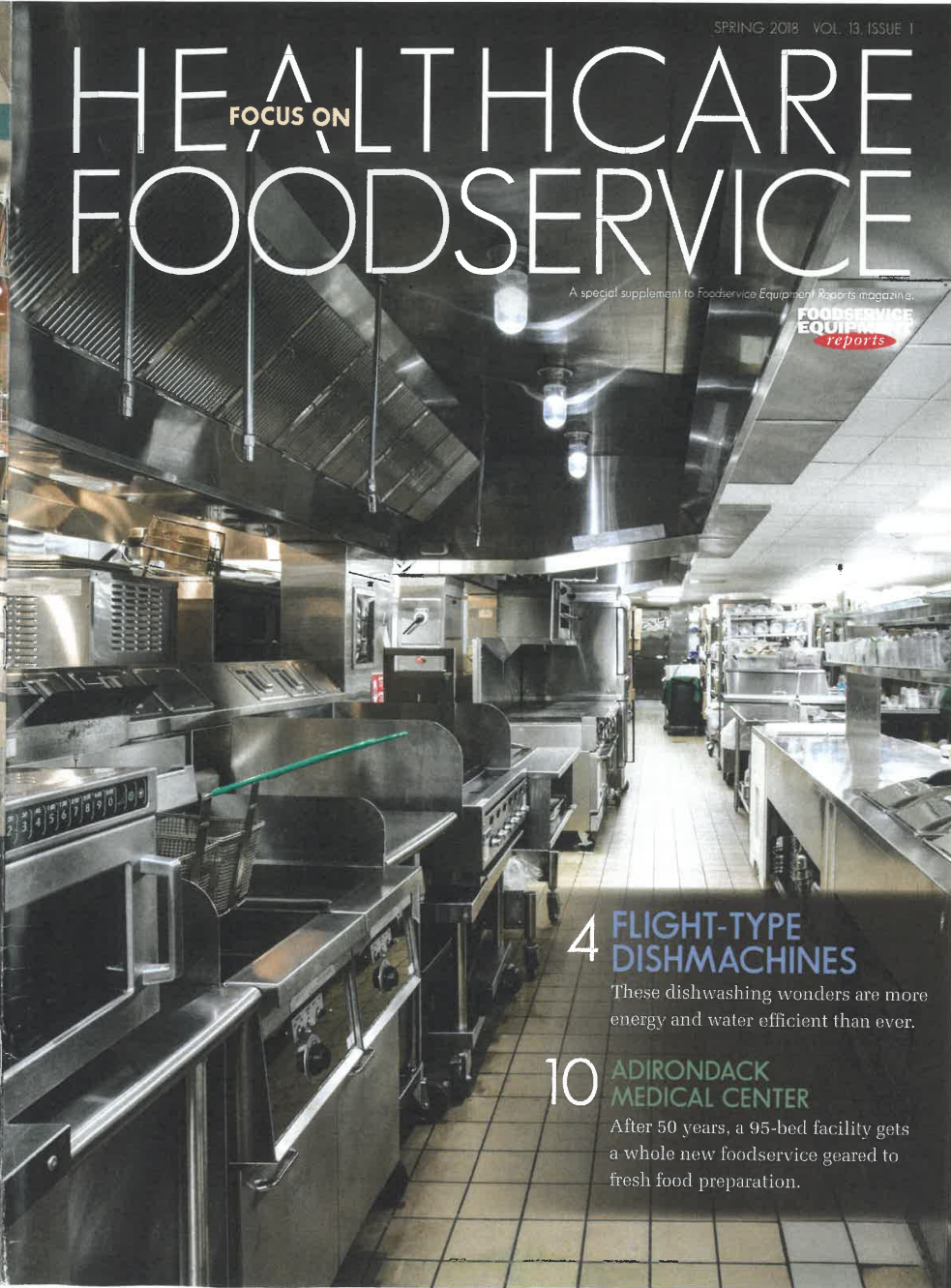
counters + rotating cold pan + quartz, granite, poured concrete tops + various food shields + heat and lights

HEALTHCARE FOODSERVICE

FOCUS ON

A special supplement to Foodservice Equipment Reports magazine.

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4 FLIGHT-TYPE DISHMACHINES

These dishwashing wonders are more energy and water efficient than ever.

10 ADIRONDACK MEDICAL CENTER

After 50 years, a 95-bed facility gets a whole new foodservice geared to fresh food preparation.

NEW YORK BEAUTY

A \$2 million foodservice renovation fuels a hospital's local food program, patient satisfaction and community interest.



Designers added equipment, such as a charbroiler, to enable the department to offer more fresh foods versus pre-cooked burgers and other convenience menu items.

Photos courtesy of Bove-Banner Group

By Amanda McConquodale, Contributing Editor

Adirondack Medical Center at Saranac Lake is a 95-bed acute care hospital that offers a variety of inpatient and outpatient medical and surgical services to a rural upstate New York community. The center's main kitchen, which serves 150 patients and 400 guest meals a day, overlooks Lake Colby with views of the Adirondacks in the distance.

Until recently, however, the center's interior was not as picturesque. "Our kitchen and dining room were original to when the building was constructed in 1967. Both were in dire need of updating," says Carl Bowen, Director of Nutritional Services, who recently completed a \$2 million redesign of the foodservice facilities.

Two years ago, Bowen originally intended to execute an \$80,000 equipment update to bring the kitchen up to speed but he says it soon became apparent that almost everything down to the HVAC had to be completely replaced. "At that point, we secured funding from the board and began a \$2 million renovation with the goal of modernizing equipment, upgrading safety and efficiency, and expanding our local food program, which I call 'farm-to-patient,'" Bowen says.

For the next year and a half, Bowen planned and executed a redesign of the dishroom (320 sq. ft.), dining room (1,500 sq. ft.) and kitchen (2,850 sq. ft.). In lieu of hiring an architectural firm, Bowen took over the

design himself. "I interviewed staff from each section in my group to find out what could make their tasks more efficient," says Bowen, who has previously been involved in two other kitchen remodels. "We also researched and did site visits to other hospital kitchens to identify best practices."

Old & New

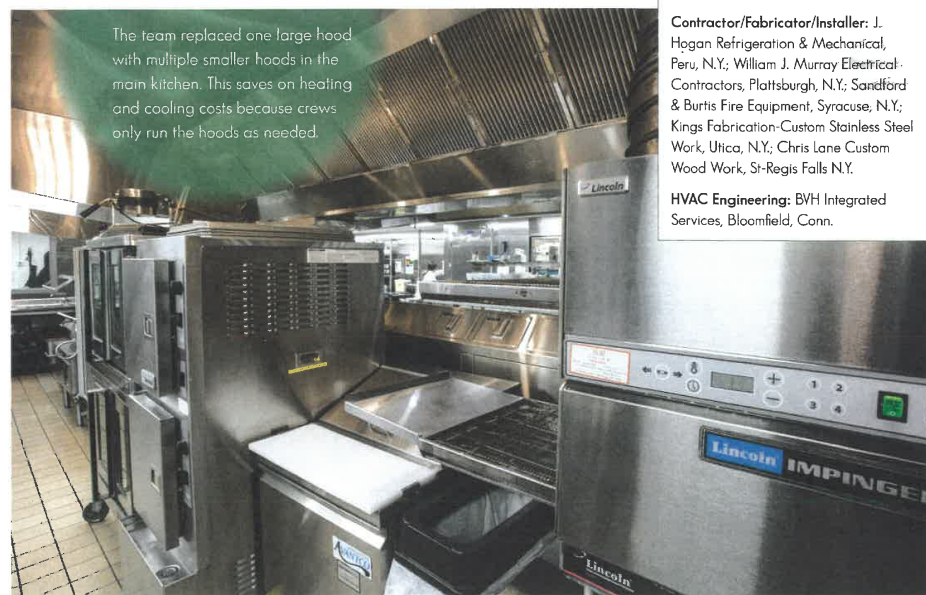
For decades, Adirondack Medical Center foodservice staff had been making the best of less-than-ideal equipment. Without charbroilers, the program heavily relied on convenience foods such as pre-cooked burgers and chicken, and without reach-ins, they needed a lot of freezable bins to hold food during service time. Beyond the dated peach tile walls, the layout also had

plenty of physical shortcomings—from a pot sink hung too close to a food production area to a long obtrusive wall that split the kitchen into two narrow cluttered mini sections.

When they began renovations a year and a half ago, they encountered their first hurdle in updating the old exhaust system that went straight up through the second and third floors of the hospital. "We didn't want to disrupt patient care areas by ripping open walls that could have asbestos," says Bowen. "Instead we sealed off that ductwork and ran all new ducts, as well as rerouted plumbing and electrical, all to the exterior of the building. The new ones had to be heavily insulated."

Another key improvement was opening

The team replaced one large hood with multiple smaller hoods in the main kitchen. This saves on heating and cooling costs because crews only run the hoods as needed.



ADIRONDACK MEDICAL CENTER Saranac Lake, N.Y.

Name of Facility: Bistro By The Lake

No. of Beds: 95

Opened: June 2017

No. of Seats: 75

Hours of Operation: 7 a.m.-6:15 p.m.

Station Sampler: Display Cooking, Grab-N-Go, Pizza, Make-Your-Own-Salad Bar, Beverage, Ice Cream, Hot Entrée, and Soup

Average Check: \$6.50

Cost of Project: \$2 million over 2 phases

Annual Sales: \$350,000

Adirondack Medical Center: Carl Bowen, Nutritional Services Director; Brianna Hunter, Nutritional Services Manager; Allison White, Nutritional Services Assistant Manager; Mark Yamrick, Plant Operations Director

Contractor/Fabricator/Installer: J. Hogan Refrigeration & Mechanical, Peru, N.Y.; William J. Murray Electrical-Contractors, Plattsburgh, N.Y.; Sandford & Burtis Fire Equipment, Syracuse, N.Y.; Kings Fabrication-Custom Stainless Steel Work, Utica, N.Y.; Chris Lane Custom Wood Work, St-Regis Falls, N.Y.

HVAC Engineering: BVH Integrated Services, Bloomfield, Conn.

up the view to the hospital's amazing surroundings by removing the center wall that cross-sectioned the kitchen. "We're lucky; every window in the kitchen and dining room has a million-dollar view of the lake and mountains," says Bowen. "So, in the redesign, we maximized that view and took advantage of all that natural light for the workstations."

The redesign also improved workflow to increase efficiency and minimize any contamination from outside deliveries. "In the old space, delivery people had to push their handcarts through the kitchen, which meant road salt and other debris could be tracked in on their boots," says Bowen. "So, we cut through a wall and put in a sliding door into the walk-in cooler that opens to the hallway that goes straight to the receiving dock. Now deliveries route over a series of shoe-cleaning mats before food is dropped off in the walk-in. There, one of our staff checks its temperature and puts it away." When dry goods come in next to the pot sink,

staff wheels over one of the kitchen carts to transport it to the appropriate area of the storeroom, where, Bowen says, they now have twice the amount of space thanks to Cambro high-density shelving in which racks push tight together eliminating the need for several isles.

Other key equipment of the redesigned kitchen includes a charbroiler, high-efficiency gas fryers, and a proofing box that allows more baking and fresh bread production. "Another big upgrade was getting dual convection steamers that allow us to cook our fresh products instantly without losing color or display profile compared to what we did before, which was boil them," says Bowen. With the new equipment, Bowen and his team have reduced their use of convenience foods by 80%.

Bowen also wanted to ensure that cooks had ample room to take care of patient cooking, so the redesign took some production tasks out of the kitchen and into the dining room. "We cut out a portion of the wall be-

Department leaders plan to expand the dining room in the next couple years. There's an uptick in community business thanks to the improved fresh-food menu.



The team opened up the wall once separating the kitchen and dining room to create a display-cooking concept. The salad bar is mobile.

tween the dining room and kitchen for an open dining concept and added another hood to facilitate display cooking," says Bowen. "We cook eggs and bacon to order as well as have a panini and a pasta sauté station."

Meanwhile back in the kitchen, the patient trayline starts at the corner of the walk-in cooler, where staff can grab cold items from shelves backloaded to keep older product in front, and newer product in back. Staffers then pass trays down to an induction activator to start heating plates before stocking them with food from the hot wells, where a diet technician supervises the contents of each tray.

Technology Upgrades

Prior to renovations, a 24-ft. hood dissected the kitchen into two narrow spaces. In its place are five hoods, with one on the front serving line to use for display cooking. "Having five hoods substantially saves heating and cooling costs as we can just run the hoods

needed," says Bowen. There also is an aisle between the hoods to allow cooks to more efficiently access cooking lines.

Below the hoods, utility distribution walls with screens show breaker information by equipment. "There's a flip breaker right there at point of use, so there's no need to get the building operations team involved as we used to," says Bowen. "There's also quick connects, shut-off control channels for hot and cold water as well as gas, so that we have total control over every single piece of equipment. We can lock out specific ones or shut off one water outlet if there's a leak instead of shutting off the whole kitchen like we had to before." In between the hoods and the utility walls, openings improve sight lines and let natural light flow through the space.

The updated kitchen also includes temperature sensors throughout to adjust the make-up air coming into the hoods as well as the speed of the hood so that they

KEY EQUIPMENT

Storeroom

Cambro shelving

Kitchen

Keating gas fryer, 36-in. electric griddle
 Hatco food warmer
 Vulcan/ITW FEG gas charbroiler, top gas range, salamander broiler
 Lincoln/Welbilt CTI conveyor oven
 Blodgett/Middleby convection oven
 Cleveland/Welbilt convection steamer, steam kettles, braising pan
 CaptiveAire hoods, distribution walls
 Winholt proofing cabinet
 Delfield/Welbilt reach-in refrig., reach-in freezer
 Alto-Shaam cook/hold oven

True sandwich prep table
 Galley Line patient trayline
 CrownTonka/Everidge walk-in cooler and freezer
 Hoshizaki ice machine

Dishroom

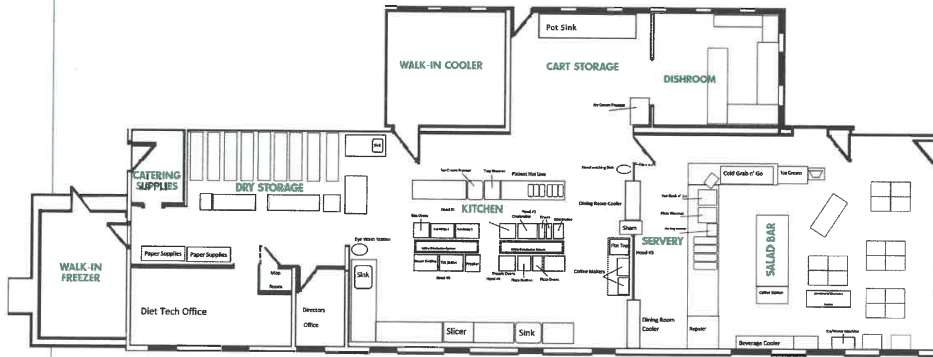
Cambro drying racks
 Champion/Alfi Group conveyor dishmachine
 Eagle Group bay sink

Servery

Star/Middleby panini press
 Galley Line serving line, salad bar
 Hatco pizza warming unit, induction heating units
 Infinity hot food merchandiser



Along with the 75-seat bistro, the main kitchen supports patient feeding at the 95-bed acute care hospital.



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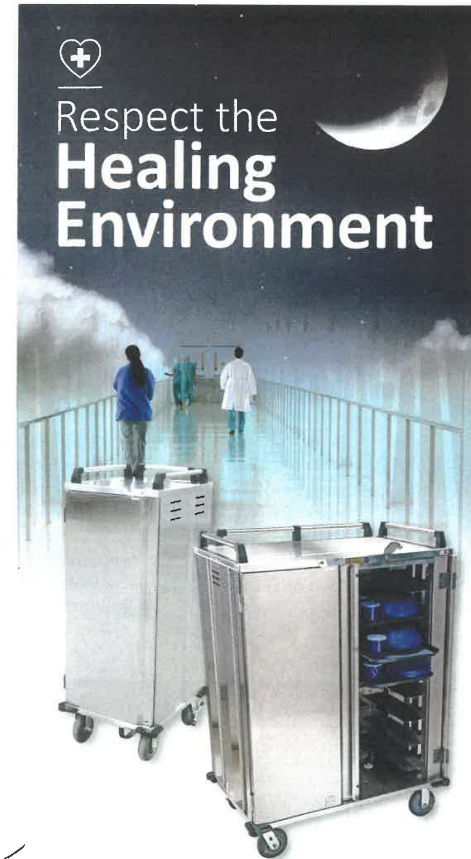
are not running too much air or creating negative pressure by pulling ambient air out of the hallway.

Technology also plays a major role in improvements in food safety. "We get bad weather, including ice storms that can knock out power, and we have to be able to feed patients no matter what," says Bowen. To that end, the updated kitchen includes multiple fail-safes to keep foodservice operational such as duplicates of equipment in both electric and gas.

"Our reach-ins also have a set of dual compressors that will maintain temperature and are connected to an on-line system that sends hourly temperature readings to my smartphone," says Bowen. "If we have something even remotely close to being out of temperature, it texts me and our on-call refrigeration service provider. If they are unavailable, it connects to another professional refrigeration company so it gets fixed before we lose any food."

Serving Time

Despite the large scope of the renovation, the team managed to run full dining room and patient operations. They converted a nearby employee lounge to a food prep space up to health code standards, relied more on convenience foods, built a temporary dishroom outside, used part of the dining room for production and had a trailer parked outside for cooler goods.



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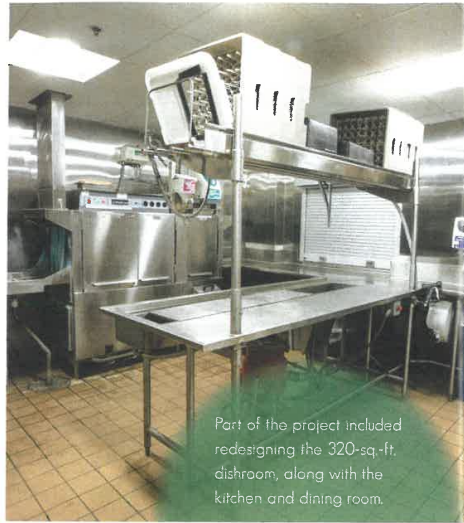


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With the renovation complete last June, Bowen says they have been able to expand their “farm-to-patient” local food program, sourcing everything from vegetables to beef to maple syrup. “A big part of that is making sure we have appropriate ways to cook fresh food because you can’t source a grass-fed burger and then throw it in the oven. Now we have a nice charbroiler so the flavor and presentation are better,” says Bowen, adding that Press Ganey patient satisfaction scores are up 20%.

In fact, the renovation has been so successful, it’s created a new problem: not enough seats in the dining room. “We have people coming in from the community to eat here. It’s not seen as ‘hospital’ food anymore,” says Bowen. Over the next two years, they hope to accommodate that uptick in interest by bumping out the front wall of the dining room for a 20-ft. x 70-ft. expansion.



Part of the project included redesigning the 320-sq.-ft. dishroom, along with the kitchen and dining room.

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MEIKO
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THE HARBOR COLLECTION FROM CAMBRO

The new Harbor Collection offers a stylish tray-top presentation and supports temperature maintenance while improving the patient and resident dining experience. The mugs and bowls fit the existing line of Cambro disposable Cam-Lids for the Shoreline Collection, making transportation safe and spill-

free. Domes fit 9-in. plates and all the ware is high-temp-dishmachine safe. Mugs, bowls and domes are NSF certified with a 3-yr. pro-rated warranty. The collection is available in 6 colors.

Cambro
cambro.com

A GREAT START

A must-have in every kitchen, whether you run a room-service or traditional patient meal line, this all-stainless Tray Starter Station positions at the beginning or the end of meal tray assembly putting everything within reach. The station has 2 height-adjustable, ergonomically slanted shelves to accommodate various size bins and pans to ensure that supplies are easy to access and replenish. A flat-top shelf and a larger lower shelf at ground level provide additional storage. The work surface offers ample room to prep multiple trays simultaneously.

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