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FSM 5 Theme Meal

Competencies for the RDN:

CRDN 2.3: Demonstrate active participation, teamwork and contributions in group settings.

CRDN 2.8: Demonstrate negotiation skills.

CRDN 3.13: Coordinate procurement, production, distribution and service of goods and services, demonstrating and promoting responsible use of resources.

CRDN 4.1: Participate in management of human resources.

CRDN 4.5: Analyze quality, financial, and productivity data for use in planning.

CRDN 4.8: Develop a plan to provide or develop a product, program or service that includes a budget, staffing needs, equipment and supplies.

CRDN 5.6: Promote team involvement and recognize the skills of each member.

Brooklyn Gardens Nursing Home and Rehabilitation Center is a 240 bed facility that houses a diverse patient population from all cultures, ethnicities, and religions. Providing adequate options that cater to all groups has been quite the struggle. Prior to my internship, the facility was owned by a local church called Henry B Hucles Nursing Home which served a very liberalized diet to patients; this included breakfast meats, deli sandwiches, waffles, pancake, oxtail, goat and lamb on special occasions. Unfortunately, Bishop Hucles NH started to face financial troubles and the Covid 19 Pandemic sealed their fate, resulting in the Church selling the Nursing home. Under new ownership the facility was renamed Brooklyn Gardens and attempted to practice the new owners religious Kosher beliefs and preferences. This ultimately did not work due to backlash and protest from residents whose demographics are predominantly minorities that do not adhere to a kosher diet. This lead to the acting Food Service Director to revise his menus to accommodate resident preferences , whilst working with a declining budget

and staff. The Food Service director decided to provide any meat the company could supply and unfortunately that was chicken, which led to the saying at Brooklyn Gardens “1,000 ways to cook chicken” and residents stating “If I stay here any longer I will become a chicken”. This continued throughout the pandemic until Pollak Distribution & Archway decided to buy out the Nutrition/Food Service department.

Pollak Distribution and Archway are business partners of Brooklyn Gardens; They are responsible for all aspects of Food and Nutrition Services. During the monthly Food /Resident Committee many of the residents expressed their dissatisfaction in the food served due to the lack of diversity in the diets and menu options. The food committee happened to be scheduled around the same time the Department of Health came in for their Bi-Annual Survey. Surveyors listened as residents expressed concerns and anger regarding the food served in the past. This elicited an emergency response for the Food Service/ Nutrition departments to collaborate and meet the resident preferences or be cited for negligence. A Corporate compliance representative decided to put together an emergency response team to handle this issue before the DOH visit was complete. This team consist of:

- 1 Dietitian (Full Time- Salaried)
- 1 Dietetic Intern ( Full Time - Free)
- 1 Food Service Director (Full Time - Salaried)
- 1 Chef/ Cook (Full Time - Hourly)
- 2 Dietary Aides (Part Time - Hourly)

First, the dietitian and I, ran multiple audits regarding : Diet preferences, allergies, nourishment snacks, and supplements all residents are currently receiving. We decided to read a year's worth of closing notes from each Food Committee meeting to determine what were the most requested items that would satisfy the residents. The results were:

- More Deli Sandwich options (Salami, Bologna, Pastrami)
- Pizza

- Bacon
- Sausage
- Alcohol\* (Omitted)
- Salad
- Burgers
- Chicken Nuggets\* (Omitted)
- Grilled Cheese

Alcohol is not permitted in the facility, and Chicken Nuggets were too expensive -as per Corporate compliance representative, so both were omitted from the new menu.

Calculating the cost for raw food by reviewing past delivery invoices and price matching with what Pollak Distributors provided and calculating labor cost was a collaborative effort between corporate and food service management. Food Service management paired the Intern with the Chef to assist with prepping and preparing Selective menu options from 5 AM to 8 AM. By 8:30 AM, the AM Dietary aides return from their first break, and the Intern assists Dietary Aide 1 with assembling and packaging sandwiches from 8:30AM to 10:30 AM to be delivered upon request for Lunch and Dinner meal rounds. By 11:30 AM (after lunch break) the Intern is paired w/ PM Dietary Aide 2 to continue prepping and packing sandwiches for Dinner and Midnight shifts until 1:30 PM.

This operation went on for a week while DOH was present. An emergency Food/ Resident Committee was held to assess the residents level of satisfaction w/ the changes. Residents were asked to vote by show of hands and to provide any critique or opinions on the changes. The results were that the residents showed a 54% decrease in dissatisfaction with menu options from 84% dissatisfied to ~34% dissatisfied (many of the complaints pertained to level of care).

Providing residents their selective menus options improves perceived quality of life by offering a level of autonomy to residents and allowing them to diversify their diets.

# MADE TO ORDER

## ALWAYS AVAILABLE MENU

### From the Grill

#### GRILLED HAMBURGER

A juicy hamburger on a bun with your choice of condiment or in the garden

#### GRILLED CHEESEBURGER

A flavorful burger topped with American Cheese with your choice of condiment or in the garden

#### GRILLED CHEESE YOUR WAY

A gooey grilled cheese with the option to add Ham

### From the Deli

#### DELI SANDWICH

Choice of Roasted Turkey or Baked Ham (add cheese, pickles, or condiments)

#### CHEF SALAD

A delectable salad with Hard Boiled Egg, Sliced Ham, Turkey and Shredded Cheese, on a bed of lettuce with tomato & cucumber (your choice of Ranch, Italian or Caesar dressing)

### Alternatives

#### OVEN ROASTED PROTEIN

A delicious piece of Tender Chicken or A Golden Brown piece of Fish

#### BAKED POTATO

Enormously popular baked potato with Sour Cream & Butter

#### SIDE SALAD

A fresh bed of lettuce with onion, tomato and cucumber with your choice of dressing

### **Production Cost: Lunch / Dinner Rounds**

<b>Item</b>	<b>Qty</b>	<b>Cost</b>
Hamburger 8 oz	16 servings ( 6 oz cooked)	\$137.28
Cheeseburger 8 oz	4 servings ( 6 oz cooked)	\$35.32
Cheese Sandwich 3 oz	50 servings	\$32 (0.80 each)
Turkey Sandwich 3 oz	40 servings	\$26.5 (0.86 each)
Ham Sandwich 3 oz	40 servings	\$22.5 (0.77 each)
Bologne Sandwich	30 servings	\$21.60 (0.72 each)
Chef Salad w/ ham (6 oz)	15 servings	\$24.09 (1.6 each)
Side Salad	360 servings	\$183.6 (0.51 including cup)
Potato	16 servings	\$31.00 (0.62 per lbs x 50 lbs)
Chicken Tender 3 oz	20 servings	\$58.64 x 10 lbs
	<b>Total Cost Daily</b>	<b>\$572.53 for production cost</b>

### **Labor Cost: For Selective Menu Items only:**

<b>FS/Nutrition Staff</b>	<b>Hours</b>	<b>Rate</b>
Chef	3 (F/T)	\$30/ Hr
Dietary Aide 1	2 (P/T)	\$17/Hr
Dietary Aide 2	2 (P/T)	\$17/ Hr
Intern	5 (F/T)	Free
<b>Total</b>	<b>12 Hours</b>	<b>\$158</b>