

PEAK 2.0 SAMPLE ACTION PLAN – FOOD
ACTION PLAN

Facility Name:	Provider Number:
Domain: #1 Resident Choice	Action Plan Contact:
Core: #1 Food	Phone number and/or e-mail:

WHAT HAS BEEN WORKED ON IN THIS CORE AREA SINCE STARTING THE PEAK 2.0 PROCESS?

A residential model refrigerator was purchased and an open kitchen/snack area was created in the main dining area. Staff members moved their lunch storage to another location. Members of the food team met with residents to get ideas of food choices to stock in the snack area. Staff members were trained on expectations and “refrigerator rights” of all residents in an all team meeting session facilitated by the food team. The kitchen in the special care area was also stocked with snacks. Institutional signage was removed from the kitchen areas and a pop machine was moved to another area (pop is available in the resident refrigerator). Though residents have been informed of snack areas available to them both through resident council and 1:1, the team wants to create home-like kitchen areas in our current nutrition centers with visual cues to encourage use by residents.

The following action plan will further improve our efforts in this area.

GOAL/SUPPORTING PRACTICE:

OBJECTIVE(S)	ACTION STEPS	RESPONSIBLE PERSON(S)	TARGET COMPLETION DATE	COMPLETE ✓
#2 Food will be available to residents on a self-serve basis, 24hr. a day in all areas of the facility by 11/15/12 (met) Residents will increase their use of the available resident kitchen areas by 6/1/13.	Identify items that will serve as visual cues and look homelike to encourage resident use of resident kitchens. For example: non-perishable foods on counter, canisters, kitchen towels, ect.	Sue Natasha	1/9/13	
	Pull together a couple proposals to decorate the kitchen areas	Sue Natasha	1/23/13	
	Secure budget approval from Administrator	Sue	1/23/13	
	Conduct resident and family learning circles about the availability of open kitchens	Janice Team	2/20/13	

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OBJECTIVE(S)	ACTION STEPS	RESPONSIBLE PERSON(S)	TARGET COMPLETION DATE	COMPLETE ✓
	Conduct resident/family learning circles to make decor selections	Sue Natasha	2/20/13	
	Assess each kitchen area for convenience and accessibility of food items to residents	Maribeth Nancy	1/9/13	
	Educate staff to encourage residents to access open kitchens when entertaining guests at all team meeting session	Janice	2/20/13 2/21/13	
	Develop specific action plan to expand the flexibility of the "always available" meal plan	Janice Team	2/1/13	
	Monitor food inventory to measure if we are meeting our objective	Janice	On-going	
	Develop an audit system to ensure food safety, availability and accessibility in these open satellite kitchens.	Jackie Janice	1/23/13	
	Meet with Administrator to add these audits to facilities Quality assurance team	Sue	2/6/13	
	Implement audit	Janice	3/1/13	
	Work with D.O.N and Administrator to develop a plan to make serve safe a required part of employee orientation	Sue	3/6/13	
	Discuss additional staff education necessary to expand our serving options. Team will develop an action plan to address: <ul style="list-style-type: none"> • Safe serving options • Food prep in open kitchen • Orientation process 	Janice Team	2/15/13	

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The food team purchased, read, and discussed “Creating Life in the Kitchen” by Linda Bump. They also reviewed the PEAK module on Food. The special care team created excitement recently when they worked together and repainted their dining room and added new wall hangings, décor, plants, and a couch. Residents were present in the dining room throughout the entire process helping and offering advice. “Feeder” tables were removed.

The team believes the IPA process will lead to some re-design of our dining rooms. As we move into the neighborhood or household model it is our goal to create smaller, more intimate dining areas. The team plans to seek high resident involvement in this process.

In the meantime the team plans to work through the following action plan to seek resident input and reflect in the dining atmosphere.

GOAL/SUPPORTING PRACTICE:

OBJECTIVE(S)	ACTION STEPS	RESPONSIBLE PERSON(S)	TARGET COMPLETION DATE	COMPLETE ✓	
#3 Resident preferences will be reflected in the dining room atmosphere by 6/1/13.	Continue to address the dining experience and food issues in resident council each month	Karen	On-going		
	Consider facilitating a dining learning circle each month with staff/residents and family	Janice	1/9/13		
	Develop a dining room audit tool to address issues related to the dining experience i.e. noise, service, institutional markings, staff interaction, resident comfort, choice. Include random resident interviews in this process	Janice Maribeth	2/20/13		
	Implement this tool	Janice Maribeth	3/1/13		
	Conduct a trial with a stereo in the dining room and a variety of music selections to offer residents at each meal	Janice	2/6/13		
	Team will review audits as conducted and will identify issues to address through the audit	Janice Team	On-going		

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OBJECTIVE(S)	ACTION STEPS	RESPONSIBLE PERSON(S)	TARGET COMPLETION DATE	COMPLETE ✓
	Team will develop action plan to address any issues identified	Janice Team	On-going	

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The food team began this discussion in a learning circle with the dining staff. Obstacles were identified and discussed. The objective was then discussed in the leadership team. Team members in both discussions identified the negative impact of our current practice of segregating residents based on their level of functioning. Both teams committed to supporting resident choice in seating at mealtime.

The food team then facilitated learning circles at all team meeting sessions to discuss our objective and expectations. Team members were trained to ask residents their preference when assisting them to the dining room. Residents who enter the dining room independently will be served where they sit. Tables will no longer be set ahead of time. It was decided to “backdoor” this issue by stopping practices that prevent choice rather than making a grand announcement. This practice is currently on-going.

The following action plan will ensure this naturally occurs and becomes an inherent part of our culture.

OBJECTIVE(S)	ACTION STEPS	RESPONSIBLE PERSON(S)	TARGET COMPLETION DATE	COMPLETE ✓
4 Residents will choose where they will sit in the dining room by 6/1/13	The food team will monitor meals to assure the objective is met	Janice	On-going	
	Facilitate learning circles in all team sessions to discuss this objective again.	Janice/ Team	1/9/13 1/10/13 1/23/ 13 1/24/13	
	Ask residents if they are sitting where they want in the dining room at each care plan	Janice Maxine	On-going	
	An audit will be developed to assure service is not set-up for an individual before they have selected their seat and random residents will be asked if their seating preferences are being supported	Janice Maribeth	4/1/13	
	Talk with administrator to add this audit to the quality assurance team agenda	Janice	4/1/13	

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	Ask residents if they are sitting where they want in the dining room at each care plan	Janice Maxine	On-going	