

CRD 4.4 Conduct clinical and customer service quality management activities.

Write a 1 -2 page report describing the quality management activities in which you participated, including any recommendations for improvement and reasoning for these recommendations.

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5/23/2013

The dietetic intern participated in seven test-tray evaluations. The intern evaluated taste, temperature, and appearance on all trays. Two breakfasts, three lunches, and two dinners were included in the evaluation. The location of the carts varied amongst west, central, east, and OB and the diet orders also varied each time and included; hepatic, mechanical soft, clear liquid, full liquid, diabetic, puree, and vegetarian.

The initial temperature of all foods was taken right before tray line began with a calibrated thermometer. The time tray line began was recorded along with the time the cart left the kitchen, the time it arrived on the floor, the time the first tray was passed, and the time the last tray was passed. The temperature of the food when the patient received it greatly depended on how soon the CNA's began passing the trays once they arrived on the floor.

Four out of the seven trays temped in the appropriate ranges at the time of delivery, while three temped out of the recommended ranges. A few of the items that temped out of the recommended range were; pot roast, hamburger, milk, and cake. The intern found that if the majority of the food was hot on the tray it would result in the cold items getting too warm and if the majority of the food on the tray was cold, that the hot items would cool down too much. Since the carts are not heated and cooled, time becomes the most important factor in getting patients food that is the correct temperature.

The dietetic intern believes that if tray line moved faster in the kitchen it could cut down on several minutes that the food is out. The kitchen staff could do this by having all the extra items that aren't standard on tray line ready to go and also by increasing communication amongst the staff. Continued staff training could make tray line more efficient and also speed

up the process. Once the cart is taken upstairs the kitchen staff member could notify a CNA that the cart is ready instead of just waiting until one of the CNA's sees it. When dealing with the temperature of food every minute is valuable. Saving one or two minutes could make the difference of a food being enjoyable or not to a patient.