Quality Assurance Project Assignment

Learning Outcomes: This assignment will enhance intern ability to assess the quality of products and provisions in the food service setting by simulating management tasks. In the D2L food service management online simulations interns will have an allotted time to solve a problem and discuss the solution with her/his preceptor. In the onsite portion of the assignment, with the preceptor’s guidance, the intern will ideally choose a real facility challenge and act as the managing food service supervisor to improve a process so as to solve or prevent a problem. If a real setting is not possible the intern will choose one scenario from the online simulations to carry out the assignment.

Competencies Addressed: CRD 1.1 Select indicators of program quality and/or customer service and measure achievement of objectives.
CRD 4.4 Conduct clinical and customer service quality management activities.
Optional competency: CRD 4.6 Analyze quality, financial or productivity data and develop a plan for intervention.

Online portion: 1-2 hours Onsite portion: 3-4 hours

1. Planning
   During your food service rotations, complete food service management simulations on D2L as if you were the manager at your current rotation location. Read the simulation and write a response that completely describes how you would handle the situation in the D2L allotted time span. Responses should at least three paragraphs. Consider addressing the following topics in your written responses: human resources management, financial implications, staff safety and welfare, organizational values, and repercussions of the situation and the solutions. Simulations may require rescheduling staff, redesigning menus, resolving conflicts, standardizing recipes, staff training, upper management approval, and more. Be creative and use your best judgment based on your experiences in food service rotations.

2. Action
   After you have performed the online simulations, identify with your preceptor a facility challenge to focus upon, or as noted above choose one of the online scenarios to complete the quality assurance project. From your preceptor request access to organizational charts, staff schedules, financial data, menus or other management documents to inform the process improvement project.

   Include the following categories in your quality assurance project:
   o  Describe the problem. How is quality suffering? What is the current process?
Plan for improvement. List the steps you will take. Things to consider:
- Describe the new process or product that will be instilled or developed.
- Who will be involved in implementation and approval of your solution?
- Is there a need for training or new equipment? If so, include speculations for new equipment and/or a training plan for staff.

Desired outcomes. When your solution is implemented describe the anticipated outcome measures (i.e. money savings, improved food quality, food safety, etc.) Describe how the process will be consistently evaluated to ensure sustainability of the solution.

3. Feedback
Present the completed project to your preceptor before you submit the solution in the D2L dropbox. The assignment solution is due by the end of your food service rotation.

4. Quality Assurance Project Example:
An intern noticed that protein smoothie supplements for a long term care facility were prepared differently by each Diet Aid (DA). Some DAs used frozen fruit, sweetened yogurt, while other DAs used fresh fruit, ice, Splenda, Greek yogurt, and fruit juice.

The intern noticed that the protein smoothies were nutrition interventions for residents in need of calories and protein as well as residents with diabetes. She discussed with the food service director the inconsistency of preparation, lack of standardized recipe, and the potential risk of excess carbohydrate or lack of protein in the smoothie as a result of the various preparations. The preceptor agreed on a need for process improvement.

The intern tested recipes with DAs and residents, and they agreed on a standardized recipe. The intern discussed procurement of the standardized ingredients with the purchasing staff to ensure that the ingredients would consistently be available and within budget. The Chief Clinical Dietitian performed a nutrient analysis, entered the supplement into the EMR so it could be ordered easily by medical staff, and approved the supplement for use in the long term care center. The new smoothie product had a consistent kcal, protein, and energy composition that was appropriate for patients with diabetic or regular diets. The intern determined a savings of $0.50 per smoothie as a result of the standardized procurement and recipe. The staff manager agreed to train DAs at the next in-service in the use the standardized recipe for all protein smoothie orders. Furthermore, each year interns are now assigned to the staff manager so as to provide annual DA training on snack preparation and sustain the solution.

5. Resources
- Food service management texts from DPD undergraduate studies
- Food service management preceptor

Assignment adapted from Inpatient Foodservice Preceptor Guide ISPP, Academy of Nutrition and Dietetics/ACEND. 2013.