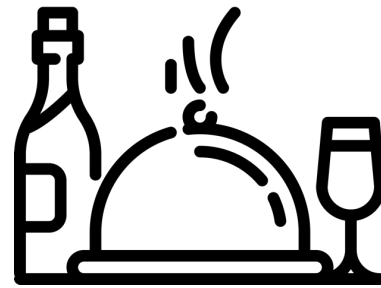


# **Winning the Food Fight:**

## How Administrators Balance Competing Needs

**Winning the Food Fight:**  
How Administrators Balance Competing  
Needs



**You are all invited to join us this evening for  
open bar & food right here in the  
Hilton at our reception**

# Biographies



## **Scott Rice**

*President and Chief Operating Officer*

Scott Rice, has served as the President and Chief Operating Officer of Powerlink Healthcare Services for 20 years guiding Powerlink's growth and its day to day operation. He led the company's design of the Powerlink Hospitality System after spending years studying and working with personnel from the Ritz Carlton Leadership Center. Rice started his careers in the manufacturing sector turning around two plastic injection molding companies in the automotive and consumer products industries. He redesigned operational systems to eliminate waste, improved quality systems to increase customer satisfaction, implemented strong training programs to improve employee engagement, and utilized analytics to validate results. He has a bachelor's degree in business administration from Walsh College with a minor in Information Systems.

When he joined Powerlink, he utilized the knowledge gained in manufacturing to help healthcare clients improve support services through better system design. With 20 years of experience in hospitality and healthcare operations management, Rice is uniquely equipped to help healthcare and senior living leaders understand how utilizing analytics in hospitality services will lead to better decision making that will improve satisfaction, quality, and cost.



## **Amy Rohn**

*Corporate Director of Food & Nutrition*

Amy Rohn is the Corporate Director of Food and Nutrition Services for Powerlink Healthcare Services. Amy started with Powerlink as Director of Food and Nutrition of the Michigan Veterans Home at Chesterfield Township in 2021.

Amy has a bachelor's degree in food service administration and hospitality from Central Michigan University and a certificate in long-term care administration from Ferris State University. Amy completed the food service management and nutrition program at the University of Florida and is a Certified Dietary Manager (CDM) and Certified Food Protection Professional (CFPP). Amy has maintained certification in ServSafe® with the National Restaurant Association for over twenty years and is a Certified ServSafe Instructor and Registered ServSafe Proctor.

Amy is a member of the Association of Nutrition and Food Service Professionals (ANFP). Her resume includes over twenty-five years of management and customer service experience in skilled nursing, assisted living, corporate dining, campus dining, and full-service restaurants.

## **Winning the Food Fight:**

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# **Everyone must comply to this standard**

## **F800**

(Rev. 173, Issued: 11-22-17, Effective: 11-28-17, Implementation: 11-28-17)

§483.60 Food and nutrition services.

**The facility must provide each resident with a nourishing, palatable, well-balanced diet that meets his or her daily nutritional and special dietary needs, taking into consideration the preferences of each resident.**

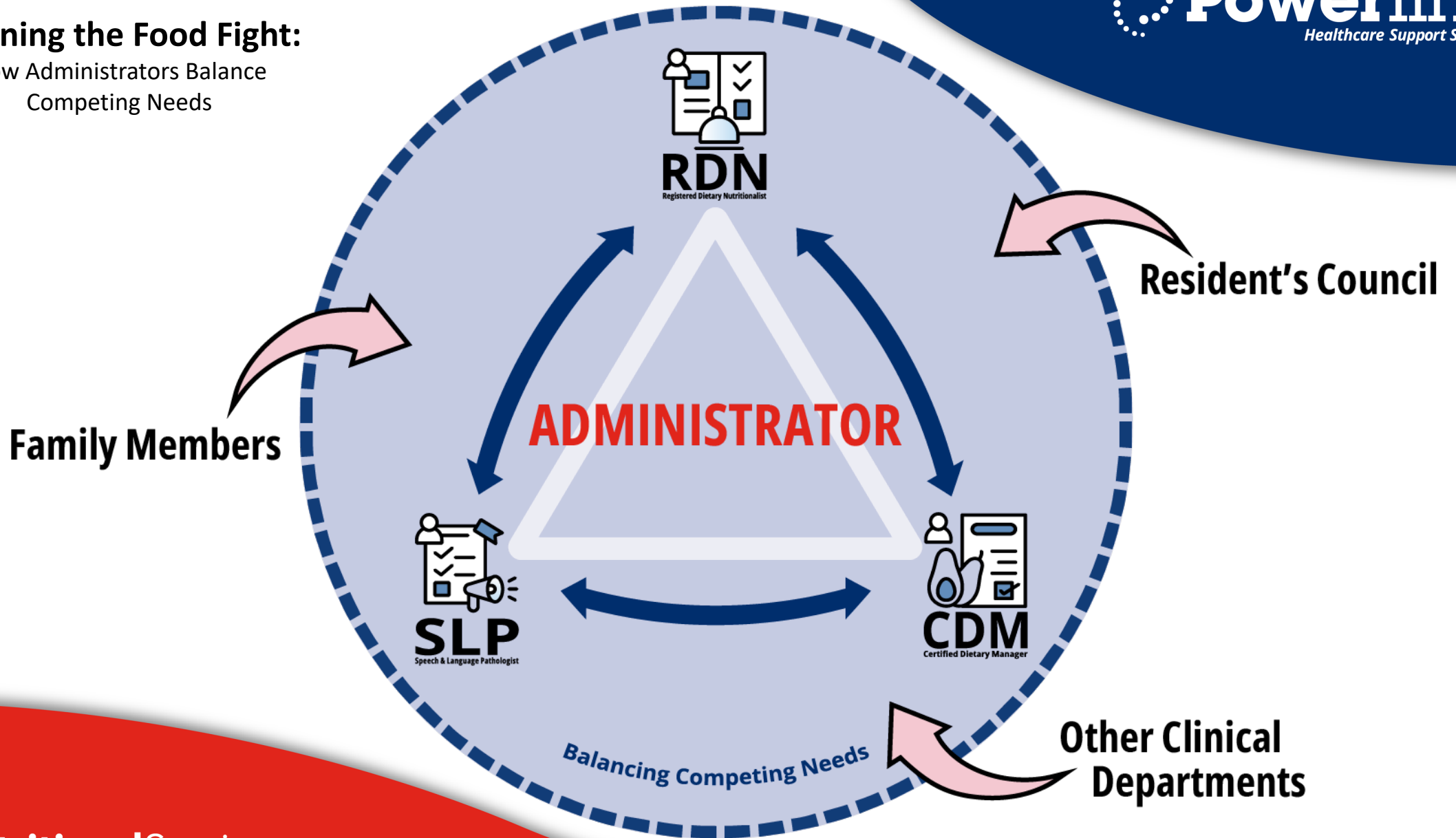
## **Winning the Food Fight:**

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**All healthcare facilities must have a signed Diet Manual which provides detailed diet definitions and foodservice guidance in meal planning for different ages, conditions and needs, to aid physicians in prescribing modified diets, and by healthcare staff to interpret and carry out diet orders. Dietetic practitioners use the manual as a general guide for providing nutrition care.**

## Winning the Food Fight:

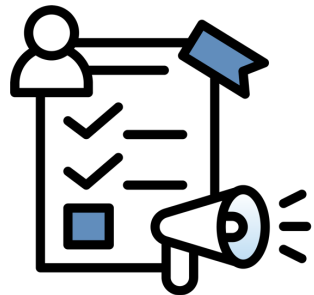
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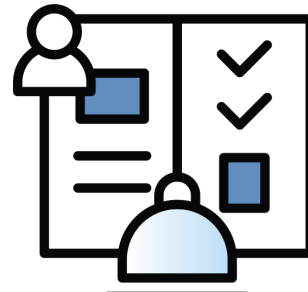
## Winning the Food Fight:

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## Formal Departments Involved With Food & Nutrition Services



**SLP**  
Speech & Language Pathologist



**RDN**  
Registered Dietary Nutritionist



**CDM**  
Certified Dietary Manager

## **Winning the Food Fight:**

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### **Other People Who Impact Your Food & Nutrition**

- **Medical Director**
- **Director of Nursing**
- **Clinical Staff**
- **Certified Nursing Assistants**
- **Clinical Quality Assurance**
- **Facility Ombudsman**
- **Social Workers**
- **Local Health Departments**
- **State and Federal Regulatory Bodies**
- **Food Wholesalers**
- **Volunteers**
- **Advocacy Groups**
- **Cultural & Religious Limitations**

## Winning the Food Fight:

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### Suggested Solution: AIDET Customer Service Principles

AIDET, is a process, when deployed, delivers a high level of Residential Satisfaction and provides a quality for a positive experience:

**Acknowledge** the Resident and guest in the room. Make a positive first impression by demonstrating respect and building trust.

**Introduce** yourself by name and role. Let the Resident feel comfortable and you are there to assist them or provide the answer they were seeking.

**Duration** lets the Residents how long you may talk with them. It sets their expectations and reduces any anxiety.

**Explanation** Lets the Resident what you are doing and why you are there. Clear communication is important when delivering answers and expectations.

**Thank** the Resident and guests. Let the Resident feel appreciated and that their input is valuable.

## **Winning the Food Fight:**

How Administrators Balance  
Competing Needs



**The Greatest Challenge You Confront  
is Managing and Responding to  
Resident's Requests**

## **Winning the Food Fight:**

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# **You need to have a process in place for your staff that is capable of handling resident's requests :**

- Allows for the resident to be heard
- Validates the resident
- Promises the resident a response
- Sets expectations
- Comes up with a group solution
- Resolves or answers the Resident's request

## **Winning the Food Fight:**

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### **Suggested Solution: Yes/ No/ Yes Customer Service Principles**

The Yes/No/Yes Mythology; is to say yes when you mean 'you understand' and agree with what they are asking or saying, but, importantly, make no commitment. Then answer no, when you cannot or will not make a commitment. Answer, yes, and offer the best alternative and close with the best 'negotiated agreement.

## **Winning the Food Fight:**

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# **What do I need to measure as an Administrator?**

# Winning the Food Fight:

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## KPI

Key Performance Indicators come in many varieties and categories



OBJECTIVE

Food Waste Percentage  
Resident Satisfaction Rate  
Cost Per Meal  
Meal Supplements Served  
Labor Hours Per Meal



MEASUREMENT

Meal Temperature at Service  
Therapeutic Diet Meal Accuracy  
Meal On-Time Delivery Rate  
Food Safety Incidents  
Dietician Hours Per Resident



OPTIMIZATION



STRATEGY

Kitchen Cleanliness Compliance  
Meal Tray Compliance  
Residents on Weight Management  
Number of Diet Types Served  
Dehydration Ratio



PERFORMANCE



EVALUATION

## **Winning the Food Fight:**

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### **In-room Service Model**

### **Small Community Model**

**How do we apply these metrics to two different models?**

- **Tray Card Meal Accuracy**
- **Meal Taste and Appearance**
- **Unit on-time delivery**
- **Meal Temperature at Service**

## **Winning the Food Fight:**

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### **In-room Service Model**

### **Small Community Model**

## **Construction and Operational Considerations?**

- **Staffing**
- **Cleaning**
- **Menu Flexibility**
- **Cost**

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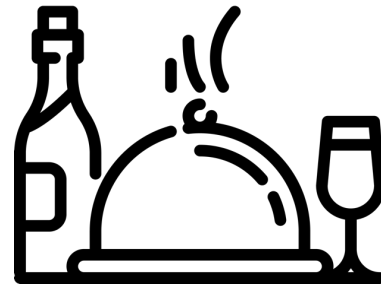
If you want to discover more about Powerlink or  
***Winning the Food Fight,***

We have assembled a landing page with more details at  
<https://powerlinkonline.com/nasvh/>

Or contact Powerlink's Quality and Compliance Director,  
Sherwood Merrill at [smerrill@powerlinkonline.com](mailto:smerrill@powerlinkonline.com)



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