

Are you
survey ready?



Learning Objectives



REVIEW SURVEY REQUIREMENTS
FOR FOOD AND NUTRITION
SERVICES



DISCUSS CURRENT SURVEY
PROCESS AND BEST PRACTICES



EVALUATE OPPORTUNITIES FOR
QUALITY IMPROVEMENT

2017 Final Rule Recap

~~Dietary Services~~ Food and Nutrition Services designation

Menu alignment for religious, cultural, and ethnic needs while safe and appetizing

Provisions for adaptive equipment

Allowance for produce from facility gardens or local producers

Food and Nutrition Services must participate in the care planning process

Top 10 Tips for Survey Preparedness

1. Be prepared to show your CDM, CFPP credential (Or waiver/enrollment paperwork and timeline for completion)
2. Address infection control
3. Gather survey materials for Food and Nutrition Services department (ie. Emergency water and food, Schedule of meal times, Current menu, Resident list with diet order)
4. Have written staff competencies and skills checklists
5. Implement mock surveys

Top 10 Tips for Survey Preparedness

6. Ensure comprehensive resident centered care plans include food and nutrition interventions
7. Have a policy for food from outside sources
8. Create Quality Assurance (QA) and Performance Improvement (PI) goals; be an active member of the QAPI Committee
9. Participate in the interdisciplinary care team
10. Be confident in your role (RDN or CDM) – review competencies and scope of practice

Survey Materials

Surveyors will follow the CMS Entrance Conference Worksheet

Food Service Manager should be responsible for:

- Information about the facility's emergency water source
- Schedule of meals time
- Locations of dining rooms
- Copies of current menus including therapeutic diets
- Policy for food brought in from visitors
- QAPI plan
- Resident roster with diet order, adaptive equipment, etc.

CDM Certification

Be prepared to show your CDM, CFPP certification

If you are not a CDM, be prepared to show your enrollment and timeline for completion

Check your eligibility: <https://www.cbdmonline.org/get-certified/eligibility>

BONUS: Surveyor may also be interested to see current achievements in Continuing Education!



Infection Control for Foodservice

Crossover to community Infection Control officer for QAPI and general staff education

Focus on policies for foodservice with isolation precautions

Ensure standard procedures in place for disinfecting high-touch surfaces

Continued best practice for food surface sanitation

Competency for Food Service Workers

Have written staff competencies and skills checklists for FNS staff

- Resource: ANFP Checklist for Staff Competency

Areas of competency should include:

- Infection control and hygiene
- Safety and disaster preparedness
- Resident rights
- Ethics
- Sanitation

Food From Outside Sources

Outside food can be permitted in the facility, but should be handled correctly to decrease any possibility of a foodborne illness

- Family should notify the staff
- Items should be refrigerated in a designated area (label and date)
- Food items should be reheated correctly

Consider educating family members regarding food safety (i.e.. Refrigeration, heating, cooling, hand hygiene)

Outline a procedure to discard food after 3 days (refrigerated), or 2 hours (without temperature control)

Quality
Assurance and
Performance
Improvement

QAPI: A data driven, proactive approach to improving the quality of life, care and services in long term care.



The activities of QAPI involve members at all levels of the organization to:

identify opportunities for improvement

address gaps in systems or processes

develop and implement an improvement or corrective plan

continuous monitoring of interventions

QAPI Ideas

Potential sources of data for Dining Services might include:

Pressure ulcer reports

High risk residents

Weight records, weight loss history

Plate waste

Staffing hours and turnover

Residents on special diets or texture modifications

Sanitation inspections

Resident surveys

Meal service temperature documentation

Interdisciplinary Team (IDT)

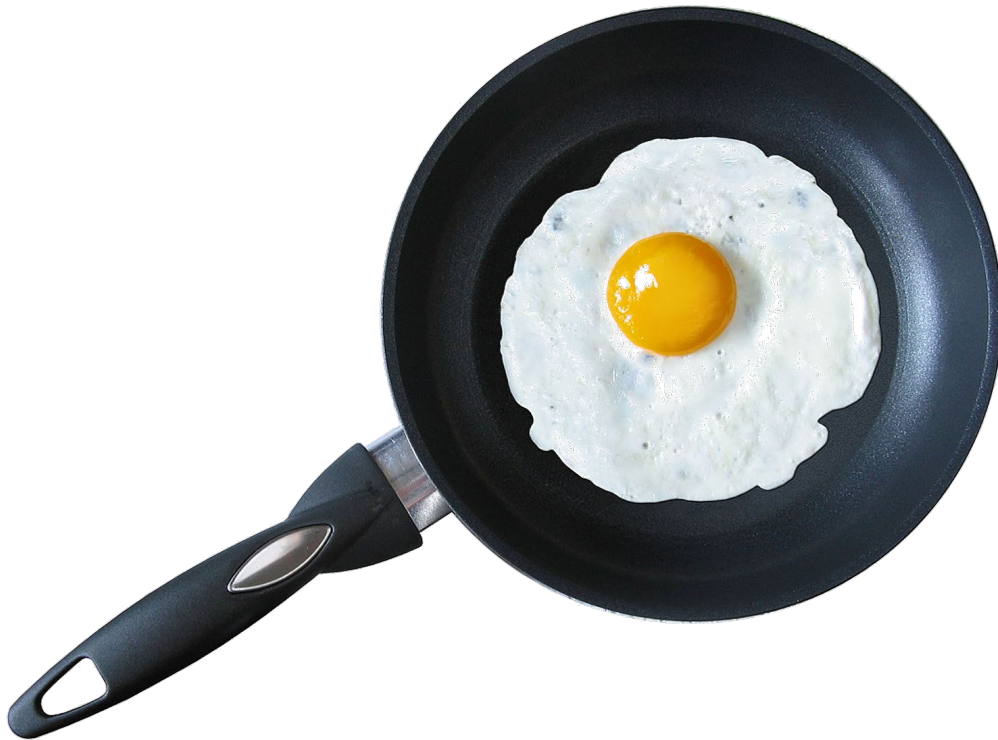
Foodservice Manager to participate in the IDT

Identify additional team members to participate if foodservice manager unavailable

Share IDT findings with foodservice team
(*Remember HIPAA*)

- Weight loss risk
- Food preferences
- Intake or meal preferences

Honoring Resident Preferences



Resident has the right to choose the foods they wish to consume, meal times and location of dining

Pop quiz... what is the minimum internal cooking temperature for a pasteurized egg made to order, sunny-side up?



Nursing Home Gardens – Nursing homes that have their own gardens such as, vegetable, fruit or herbs may be compliant with the food procurement requirements as long as the facility has and follows policies and procedures for maintaining and harvesting the gardens, including ensuring manufacturer’s instructions are followed if any pesticide(s), fertilizer, or other topical or root-based plant preparations are applied.

***NOTE:** Facilities must be in compliance with any State or local requirements that may exist pertaining to food grown on facility grounds for resident consumption.*

Kitchen Review

Is food stored under sanitary conditions?

Does the facility prohibit staff with open areas on their skin, signs of infection, or other indications of illness, from handling food products?

Is food prepared under sanitary conditions?

Potential
Immediate
Jeopardy (L4)

Improperly cooling food – high potential for foodborne illness

Improperly storing raw foods in the cooler – potential for cross-contamination leading to foodborne illness

Food service worker diagnosed with Norovirus, experiencing vomiting and diarrhea, continued to work around food

Other Areas for Awareness

Dignity during
meals

Document,
publish, and offer
choices

Honor resident
preferences for
meal times

Provide and
maintain adaptive
equipment

Take responsibility
for dining room
appearance and
operations

Mock Survey



Use mock surveys to monitor safety and sanitation (Use for QAPI)



Vary “auditor” between administrator, dietitian, food service manager, etc.



Document and track outcomes, areas for improvement



Prepare staff for survey process

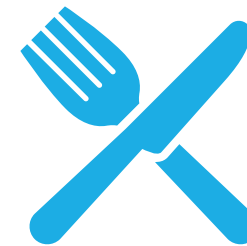
Educate Yourself



Know the survey material



Ask questions about
surveyor observations



Refer to the Food Code
for sanitation clarification

Survey Readiness

Perform mock surveys within the Food Service Department

- Invite other staff members to participate in the mock survey
- Prepare staff by observing their work and asking questions

Understand the survey standards and educate staff

- Emphasize to staff the importance of survey to protect and care for residents

Practice best practices everyday

Utilize your team:

- Registered Dietitian – discuss and review resident care, evaluate safety and sanitation, offer education to staff, monitor food service practices



Resource Recap

[CMS.gov](https://www.cms.gov)

[ANFPonline.org](https://www.anfp.org)

[Nursing Home Comare](https://www.comare.com)

Thank you for attending!

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Questions?