



# HOT TOPICS AND COLD TRUTHS

*GBMC LMS Approach to Improving  
Patient Food Temperatures*

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Date: Wednesday June 22<sup>nd</sup>, 2022

# Defining the Opportunity for Improvement

- After returning to normal operations after the cyber attack, we had 5 months of suboptimal Press Ganey food scores, including food temperature
- Performed “Current State Analysis”
  - Trayline: trays and hot plates not always matching creating tray line gridlock
  - Food is over portioned in steam table
  - Individual portions are over produced and sit in a non-heated state
  - Cold beverages, particularly milk, is too warm by point of service
  - Heated plates and heated bases not always done correctly



# 1 What are we trying to accomplish?

We will design and implement standard work for our hot and cold food serving and holding processes. This will allow us to meet the patient food temperature standards and improve our Press Ganey Score for food temperature to 75% or above.



# What Changes Did We Make to Solve for the Problem?

- Performed current state analysis to define areas of opportunity on our trayline
- Met with high performing stakeholders to design JIBs for trayline process
- Replenished supply of trayline supplies
- Performed regular process confirmations on our staff
- Performed daily test trays
- Established visual management standards



# What Changes Did We Make to Solve for the Problem?

## Visual Management



**Base Warmer:** no more than one base warmed at a time. No bases sitting and unused



**Food Warmer:** only pans of food, no individual bowls of oatmeal, soup, etc.



**Steamtable pans:** food not filled past fill line



**Plate Warmer:** unit on and lid closed during service



# What Changes Did We Make to Solve for the Problem?

## Daily Test Tray Assessments



Hot Foods & Beverages					Cold Foods & Beverages					Scored Points	Possible Points	% Achievement
Soup / Cereal	Entrée	Starch	Vegetable	Hot Beverage	Salad	Fruit	Dessert	Milk / Dairy	Cold Beverage			
Tomato Soup	fish	mac and cheese	Broccoli		coleslaw				iced tea			
150°F / 66°C	130°F / 55°C	130°F / 55°C	130°F / 55°C	150°F / 66°C	45°F / 7°C	50°F / 10°C	50°F / 10°C	41°F / 5°C	41°F / 5°C			
130	130	135	120		48				38			
0	3	3	1		2				3	12	18	67%

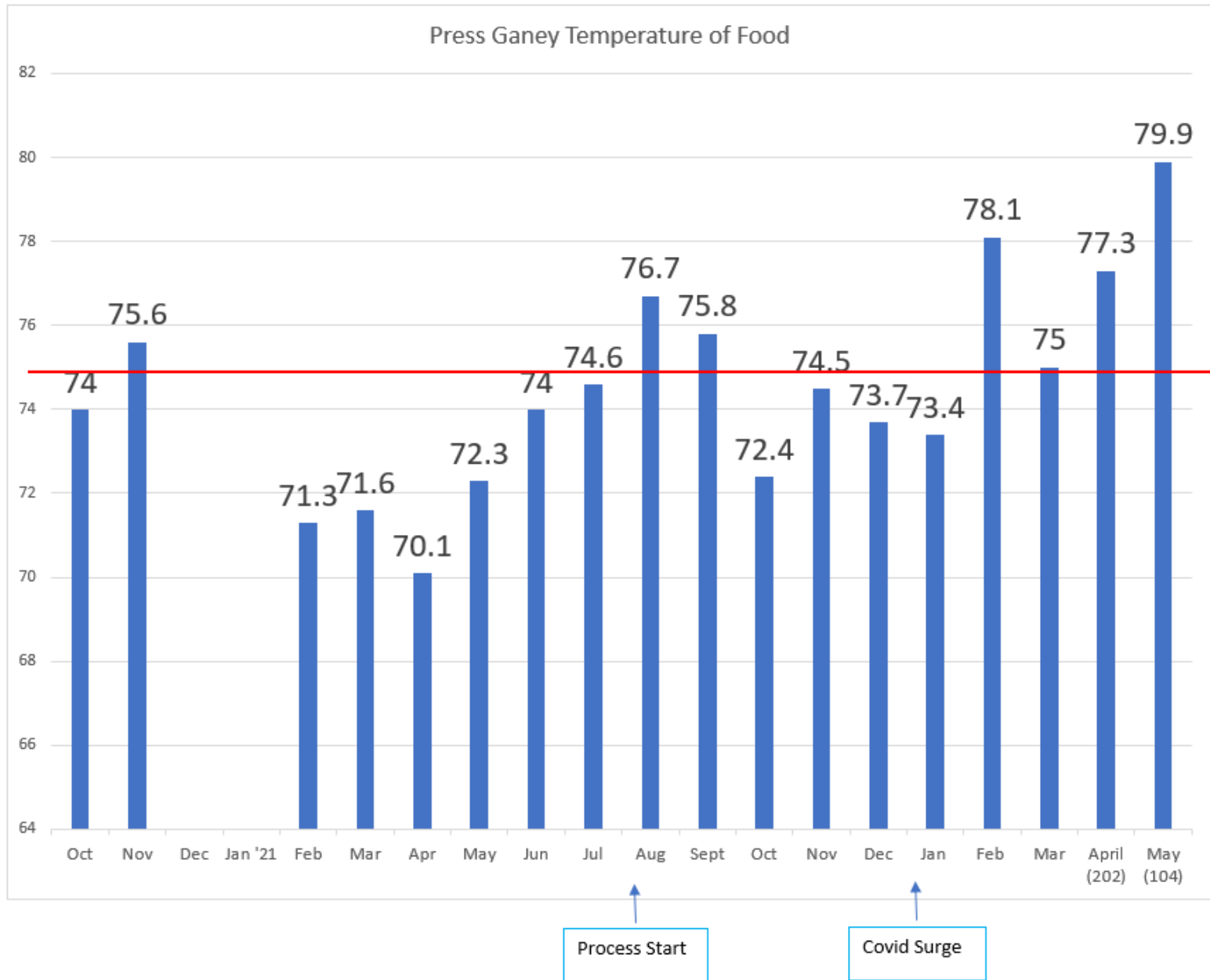


# What Changes Did We Make to Solve for the Problem?

## Superchilling beverages and portioning food in bowls last

- Superchilling
  - System to bring our most popular cold beverages to freezing temperatures for a set amount of time
  - Items pulled out of freezer immediately before service
  - Milk, orange juice and iced tea
- Portioning items in bowls
  - Food in bowls (hot cereal, soups) to be portioned last for each tray
  - No pre-portioning of these items







# Lessons Learned

- Focus on the areas within control
  - In our kitchen vs. on the inpatient floors
- Small changes=big results
  - Having the right equipment and using it correctly
  - Soups and hot cereals and cold beverages



## Next Steps

*Continue daily test trays to monitor temps and quality*





**QUESTIONS?**

**COMMENTS?**