

## Process Flow- Dining On Call (DOC)

### **Patient is admitted (Who is involved: Nursing, Unit Clerk, Registered Dietitian [RD]/Physician, Clinical Diet Tech [CDT])**

- Once the patient is admitted, diet order will be prescribed by RD or a Physician.
- The order will be provided to the unit clerk to send to diet office.
- Once diet office receives the diet order and allergy information, Diet office will enter it in CBORD nutrition software.
- Once the diet order is entered, the patient can place a meal order.

### **Menu review (Who is involved: Nursing, Patient/Caregiver, Clinical Diet Tech [CDT])**

- Nursing introduces program to patients, similar to current system and provides Dining on Call welcome letter and a Regular menu.
- Menu contains phone number of Diet office as well as food items and program information.
- CDT will visit patients on therapeutic diets and by referral during daily rounds (twice a day Monday to Friday) to answer any questions or further explain the Dining on Call service.
- Patients on a Diabetic diet will receive a Diabetic Menu where they have set times to call for their meals. When a patient on Diabetic diet places a meal order, the Diet Clerk will ask the patient to let their nurse know that they have done so and that their meal will arrive within 45 minutes.
- Diabetic meals will be delivered to the nurse's station and not directly to the patient.

### **Non Select Diets on Dining on Call: (Who is involved: Nursing, Patient/Caregiver, Clinical Diet Tech [CDT])**

- Patients may refuse to participate in Dining on Call (DOC) or may be on a "non-select" diet such as Clear Fluid, Full fluid etc (List is available).
- Nursing to communicate with Food Service department if patient should be "non-select" for any other medical reasons.
- CDT will visit the non-select patients and obtain their food preferences using Morrison's preference sheet. This data will then be entered by the CDT into their card file in CBORD.
- Trays will be delivered to patients set times for non-select diets for each of the 3 meals.

### **Patient Calls Food Services (Who is involved: Patient/Caregiver, Diet clerk)**

- Phone numbers will be provided on menu. Patient may place order from hospital phone, using a 4-digit extension or an external phone line, using a personal phone.
- Diet clerks will answer the phone 7 days a week from 6:30 am to 6:45 pm.
- Patients will receive their meal within 45 minutes of placing an order.
- Patient caregivers or unit staff may call in for patients who are unable to make their own meal selection.
- Orders for meals may be placed at a time that is convenient for the patient.

#### **Diet Office Answers Call (Who is involved: Patient/Caregiver, Diet clerk)**

- Diet Clerks will verify the patients' information using 2 identifiers (Full name and room number). Date of birth is an alternate if patient cannot recall room number.
- When a patient or their caregiver calls the Diet office, the Diet clerk will inform them of their prescribed diet as per their script and will take their meal order.
- Diet Clerks will be trained to take patient meal orders and guide patients through the selection and ordering process.
- Diet Clerks will use the CBORD to manage and adhere to patient diet orders and allergies.
- Food and beverages are coded for compliancy to the various diets and allergies at the hospital. Patients will not be able to choose a non-compliant item. If there is a request for an item that is not allowed on the diet order, the Diet Clerk will script accordingly and assist the patient in choosing a more suitable item that fits within their diet parameters.
- Some therapeutic diets have minimum or maximum nutrient targets. Diet Clerks will assist patients in ensuring they meet those targets.
- For patients who are on restricted diets, they can be guided on what is and is not compliant for his/her specific diet on CBORD. With this knowledge of what meal items are compliant, a patient may be better prepared, when discharged, to make responsible food choices at home and when dining out.

#### **Patients who do not call the Diet office to place their meal order (Who is involved: Patient/Caregiver, Diet clerk)**

- Diet Clerk calls patients who have not placed a lunch order by 1pm and Dinner order by 6:00pm. With the exception of patients on diabetes diets, Diet Clerk will not call patients who have not placed a breakfast order as they still maybe sleeping or tired from a delivery.
- Patients, who do not respond to the Diet office call, will be treated as a meal refusal. These patients will not receive an automatic meal tray for the upcoming meal.
- A patient may refuse a tray when called regarding their meal selection.
- If a patient refuses a meal, Diet clerk to encourage light options such as broth, soup, ½ sandwich, jello etc.

- If patient still refuses a meal, their preference will be respected.
- Diet office to select “meal refusal” on Room Service Choice screen and document in patient card file in CBORD (The time they spoke with the patient and the reason for meal refusal under “notes”.)

#### **Verify Final Order and Delivery Time (Who is involved: Patient/Caregiver Diet clerk)**

- Diet clerk will verify a patient’s order and let them know when to expect their meal.
- Meals will be delivered within 45 minutes after the order has been placed
- Some patients may wish to place an order in advance for a tray delivery at a specific time, Diet Office will be able to process such requests.

#### **Order Processed (Production & Assembly Area) (Who is involved: Patient/Caregiver, Food Service Staff)**

- Once the order has been placed in CBORD, food order tickets will print to 3 kitchen receipt printers (Hot Production, Cold Prep and tray assembly areas).
- Hot Production and Cold Prep freshly prepare the meals and give to workstation staff.
- Workstation staff place silverware, condiments, hot food, cold food, beverages and desserts on tray.
- Once completed, the meal order is checked and verified, before being placed into cart.
- Tray goes into cart; timer is set for 10 minutes. Trays leave kitchen when 10 minutes pass or when cart is full if sooner than 10 minutes.
- Wait staff deliver trays to patients when timer goes off. Patient receives meal tray within 45 minutes of placing order.
- Tray Monitor will be used by Wait staff to track when each tray leaves the kitchen.

#### **Completed Tray Delivered to Patient (45 minutes) (Who is involved: Nursing, Patient/Caregiver, Food Service Staff)**

- Wait staff will deliver the patient’s meal to the bedside except for isolation/contact precaution rooms, diabetes patients and eating disorder patients. All isolation/contact precaution, diabetes trays, and eating disorder meal plan trays will be delivered to nursing care station.
- Wait staff will confirm patient’s identity prior to providing meal tray by asking patient’s name and date of birth. If unable to communicate with patient, using the patient wristband is acceptable as long as it is easily visible or check with guest or nurse.
- Tray Monitor will be used by Wait staff to track when each tray is delivered to each patient.
- Wait staff to perform hand hygiene before entering patient rooms
- Wait staff will not enter precaution rooms, instead, they will provide the tray to nursing to deliver as per current practice.

**Soiled tray collection times, soiled cart locations (Who is involved: Nursing, Patient, Caregiver, Food Service Staff)**

- Wait staff will collect soiled trays throughout the day. They will first check the utility room for soiled trays, then pass-through (if available on the unit), and then the patient rooms.
- Tray Monitor will be used by Wait staff to track when each soiled tray picked up.
- Soiled trays for patients in precaution rooms will be collected by nursing as per current practice and placed on the soiled cart in the designated soiled utility room.
- For patients whose trays are inside their rooms, Wait staff will go in the room, unless directed otherwise by unit staff.
- Wait staff will not collect soiled trays that contain bodily fluids or sharps. They will ask the nurse to remove the items prior to collecting trays.
- Wait staff will not collect trays from isolation rooms or contact precaution rooms. They will be collected by unit staff and placed in soiled holding room for the Wait staff to collect.

**Snacks, ward stock and tube feeds (Who is involved: Nursing, Patient, Caregiver, and Food Service Staff)**

- Similar process as now will continue with Dining on Call
- AM, PM and HS Snacks are provided by diet order or menu requirements and will be delivered to nourishment stations at 10am, 2pm and 7pm, respectively. This is the same as current practice.
- Ward stock will be provided to each unit as per current practice
- Tube feeds will be delivered to the clean prep rooms on T6 and T7, and the nourishment stations on other units, with the 2pm snacks