FOOD SERVICE COMPETENCIES:
IDENTIFYING & RECOGNIZING THE GAPS TO KEEP YOUR TEAM ON THEIR GAME

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OBJECTIVES

Demonstrate a clear understanding of the CMS regulations that effect the Food & Nutrition Department.

Learn how to complete a department assessment to identify what skill sets are needed within your department.

Identify key elements needed for a successful training program and develop an outline for a continual training program.
COST INCREASES

1. Staff Turnover
   - Lost wages in managerial time in the interview process
   - Moral issues with peers and managers

2. Improper management of menu, inventory, and production
   - Productivity losses
   - Quality of service issues

3. Lack of checks and balances
   - Lost operational time due to training

4. Insufficient management & training
   - Safety issues regarding new employees’ awareness of their responsibility

STAFF TURNOVER
Improper Management of Menu, Inventory, and Production

“A sizable portion of all your operational costs is tied up in the products you purchase. Managing inventory is a way to maximize every dollar spent, because it helps reduce waste, spoilage, and overstocking. A system with good checks and balances will also help eliminate the opportunity for theft.”

CHECKS & BALANCES

• Inventory
• Daily/Weekly monitoring of production vs waste
• Tracking of acceptability
• Quarterly – customer satisfaction
• Manager or Assistant must be present

MENUS

• Analyze menu, is it right for your facility?
• Type of menu drives your food and labor operation
• Management and oversight is a must
FACILITY ASSESSMENT – FOOD SERVICE DEPARTMENT

- Implemented in Phase II: November 28th, 2017
- Based off of the F-tags
- Driven by resident preference and department capabilities
- Use as a tool to:
  - Assist in running your daily operations and comply to regulations
  - Assist in meeting the preferences of the population being served
  - Assist in meeting staffing and budget demands
  - Ensure staff are properly trained

### Food Service Department

<table>
<thead>
<tr>
<th>ID PREFIX TAG</th>
<th>SUMMARY STATEMENT OF FINDINGS</th>
<th>FINDINGS</th>
<th>PLAN OF CORRECTION</th>
<th>DATE OF COMPLETION</th>
</tr>
</thead>
<tbody>
<tr>
<td>F:800</td>
<td>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</td>
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</tbody>
</table>
  - Have you completed/updated the resident preference interview?
  - Are all diet orders up to date and are diets being prepared according to spread sheet & recipes?
  - Does your facility have a resident council established with a food comity and if so is it held monthly? Do you attend when invited to listen to residents wants/needs. |
F800 (F360) 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.”

F 801 STAFFING

• §483.60(a) Staffing The facility must employ sufficient staff with the appropriate competencies and skills sets to carry out the functions of the food and nutrition service, taking into consideration resident assessments, individual plans of care and the number, acuity and diagnoses of the facility’s resident population in accordance with the facility assessment required at §483.70(e)
§483.60(a)(3) The facility must provide sufficient support personnel to safely and effectively carry out the functions of the food and nutrition service.

§483.60(b) A member of food and nutrition services staff will participate on the interdisciplinary team as required in §483.21 (b)(2)(ii).

"Sufficient support personnel" is defined as enough staff to prepare and serve palatable, attractive, nutritionally adequate meals at proper temperatures and appropriate times and support proper sanitary techniques being utilized.
STAFF TURNOVER

“High staff turnover leads to impaired continuity of care, lower quality, and increasing overhead for facilities by increasing recruitment and training costs.”

PREPARATION

- What type of position do you need to fill?
- What skills are needed to perform the job?
- Tailor the ad and target your audience.
- Prepare for the interview.
- Involve the Staff.
RECRUITING

• Recruiting is the process of finding candidates for a job opening in your facility.
• This can be an internal or external search.
• Determine the skills required for the position prior to starting the recruitment process.

RECRUITING USING SOCIAL MEDIA
TRADITIONAL INTERVIEWING VS. BEHAVIORAL

Tell me who you really are.

TRADITIONAL INTERVIEWING

- What are your strengths and weaknesses?
- How would you describe yourself?
- Where do you see yourself in 5 years?
BEHAVIORAL BASED INTERVIEWING

• Skill set is decided
• Questions are focused and based on competencies
• Candidates response should have example of how they handled specific work situations in the past
• Answer should include: A specific situation, the tasks that needed to be done, the action you took, the results i.e. what happened

COMPETENCY-BASED HIRING

• Competency-based hiring prevents employers from hiring candidates that are not qualified for the job.
• Creating competency-based job descriptions connect the job requirements with skills needed for success.
• Competency-based hiring decreases staff turnover.
IDENTIFY COMPETENCY

• What are the skills needed for the job?
• Create and utilize the detailed job description to identify the competencies needed.
• Identify the behavioral traits needed to be successful at the position.
• Identify an employee in that position that exemplifies the ideal worker and look at what traits they possess to be successful.

TRAINING TIPS

• Provide a job description
• Create a checklist
• Establish a training schedule for each position
• Allow enough training time
• Throughout the training process, give feedback
• Competency tests
To keep employees once they are hired; employers must provide adequate training to inspire confidence on the job, adequate staff to prevent overload and burnout.

QUESTIONS

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RESOURCES