**Introduction**

With new competitors emerging into Long Term Care, more value is being placed on quality and customer service. Our customers now have a variety of options regarding their care. In a fast-paced industry with constant change, it’s necessary to anticipate our customer’s accelerated expectations. Our leadership team came together after analyzing the results of our annual resident satisfaction survey and found that the results of the assisted living evening dining experience received less than “excellent” ratings.

After identifying the evening meal as an area of improvement, we developed a QAPI sub-team to create a new restaurant style dining experience for our residents.

**Problem**

Based on our MyInnerview Satisfaction Survey, the three items listed below showed the greatest difference in average score from our peer group and triggered as items with greatest opportunities to impact recommendation.

- Courteousness of Staff
- Timeliness of Meal
- Homelike Atmosphere

Our team used these three quality measures to track the success of our project.

**Knowledge of Task**

Before the start of the project, I had already identified a potential barrier. Staff members were resistant to changes being made to the dining program. I researched best practices in empowering frontline staff and creating buy-in so the committee members felt their input was valued. Frontline employee empowerment was key in making this project a success.

The goals of this program included the following:

- Increase resident satisfaction scores in all dining aspects on MyInnerview Survey
- Increase percent “excellent” scores to be above our peer group (over 56%)

**Methodology**

The PDCA cycle was a guide used by the team to plan for this project.

- Plan: Establish team goals and objectives. Develop project timeline.
- Do: Implement suggestions approved by QAPI. Develop project timeline.
- Act: Apply changes where necessary. Follow up to ensure changes are being followed.
- Check: Evaluate new process shortfalls. Study survey results.

**Plan of Action:**

- Hold meetings and do research to gather and analyze information and input dietary aides
- Use root cause analysis to identify areas that could be improved or changed to achieve the desired outcome
- Develop training program for staff members
- Bring suggestions to dietary management staff and receive feedback about what ideas will be most efficient to implement
- Implement training program and other decided suggestions simultaneously
- Receive feedback from the dietary staff on Assisted Living pm shift/residents in Assisted Living to evaluate new process implementation
- Measure success by satisfaction scores of Assisted Living residents and compare to previous statistics through MyInnerview (January)

**Dining Grand Opening**

**Results**

Results were measured by MyInnerview satisfaction scores and a survey created by the team given to residents and families before and after the implementation of the new dining process.

After the implementation of team suggestions, satisfaction scores improved over 20% in each category. The survey that was created by the team also showed tremendous improvement.

**Improvement of “Excellent” Satisfaction Scores**

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<th>Homelike Atmosphere</th>
<th>Timeliness of Meal</th>
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**Acknowledgements**

**Dining Ambassadors Quality Improvement Team Members**

Mark Dombeck, Director of Human Resources
Taylor Renemer, PM shift Culinary Aide
Jackie Faber, PM shift Culinary Aide
Darcell Sykes, PM shift CNA
Latisha Stone, Culinary Supervisor

**Others Consulted:**

Dennis Shepherd, Culinary Director
Teresa Gatto, Resident Services Director
Dennis Ferger, CEO/Administrator

**Testimonials**

- “The entire atmosphere has changed so positively since the dining room grand reopening.”
  - Clement Manor Assisted Living Resident
- “It felt incredible to be involved on this committee. I really felt like I made a change in the place that I work!”
  - Dining Ambassadors Team Member