White Oak Management:

RDS Case Study

CHALLENGE:

Transition foodservice operations to a web-based tray card application that is user friendly and easy to implement

SOLUTION:

Implement **Resident Dining Solution (RDS)** for resident dining management and tray card generation

OUTCOME:

An efficient, centralized foodservice operation with enhanced resident dining documentation and increased resident satisfaction and safety

"We have seen an improvement in resident safety as food allergies are easy to identify in the designated field on the tray card."

Susan Flanagan, MS, RD, CSG, LDN
Corporate Consultant Dietitian
White Oak Management, Inc.

> "There is enough space on the tray cards for notes, comments, preferences, and dislikes. The recipes are easy to enter, and the resident's record and tray card can be tailored for a personalized dining experience."
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> Susan Flanagan
> Corporate Consultant Dietitian, White Oak Management, Inc.

White Oak Management, Inc., an organization with 17 facilities located in South Carolina and North Carolina, utilizes MonarqRC's Resident Dining Solution (RDS) for resident dining management, tray card generation and diet order tracking at all its facilities. The facilities provide varying levels of care including long term nursing, short term rehabilitation, assisted living, memory care and independent living. Before implementing RDS, White Oak Management was using an outdated application that was not web-based and was difficult to manage and train new users. White Oak Management found the user friendliness, ease of implementation, and simplicity in on-boarding new staff in the RDS application. "Our previous tray card system was not web-based and was not nearly as user friendly and easy to learn and teach to others as RDS," reported Flanagan.

Flanagan describes the RDS sign-up and implementation process as very easy. The implementation of RDS includes both training tutorials and personalized webinars. Entering data into the application is intuitive and straight forward. Much of the information is entered and managed centrally in the administration tables. "Whether it was admitting or discharging residents across buildings or setting up a brand-new facility, it was extremely easy to do," stated Flanagan. "New team members can be trained and brought up to speed on RDS in about one day." This aspect is critical in the long-term use and maintenance of the application as the facility experiences turn over or introduces new staff members.

RDS is a complete resident dining management system that provides users with access to generating both tray cards

and tray tickets. Users have access to functionality that enables them to manage critical resident dining information such as diet orders, allergies, likes/dislikes, preferences, dining locations and nourishments. Additionally, recipes and menus can be entered in the application to offer diet appropriate and personalized choices to residents. White Oak Management relies heavily on the tray card, food allergy and diet order reports. They use these reports to increase communication across departments and other disciplines. Additionally, the reporting and centralization of data has helped decrease supplement use within the buildings. Knowing production counts and diet census has assisted the facilities in decreasing both food cost and waste.

In addition to the comprehensive reports, White Oak Management has increased staff efficiency as changing diet orders and updating preferences can be completed in a matter of minutes. "I know we are updating diet orders immediately and capturing resident preferences or requests", explained Flanagan. The RDS application has also positively impacted the facilities' resident interview and quarterly assessment process. Since the application is so easy to update, staff does not hesitate to update resident records based on the feedback received during interviews. This ensures the resident information is being captured accurately and taken into consideration in the dining room. "The application is easy to tailor to what people want [to eat]" reported Flanagan.

"New team members can be trained on RDS and up to speed in about one day, and they probably don't even need the full day. I've never experienced anyone that could not learn RDS or did not learn it in one day."
Susan Flanagan
Corporate Consultant Dietitian
White Oak Management, Inc.

When it comes to resident safety, RDS contains several features such as allergy flagging and resident images that aim to increase safety during mealtime. Flanagan

RESULTS

- **Transition to a web-based application that can be accessed from any location with internet access**
- **Easy adoption by staff and new team members**
- **Ease of use in maintaining resident diet orders, preferences and requests**
- **Increased resident safety through allergy tracking**
- **Increased resident satisfaction through a more detailed food interview process and capturing requests**
- **Generation of powerful reports that increase communication and reduce food costs**

stated, "food allergies are extremely easy to identify as they have a designated field on the tray card making it simple to highlight to bring to the foodservice line's attention." In addition to allergies, users' can also track and manage diet orders, textures and fluid consistency changes ensuring residents are being served appropriate food items and that tray cards and tray tickets contain updated information.

Flanagan has eagerly implemented RDS at all White Oak facilities and continues to implement the application as additional facilities move under her management. Flanagan recommends RDS to anyone looking for a web based resident dining management and tray card application.

User's Favorite Features

Recipe Entry

Ease of use and flexibility to add recipes into the application

Overall User Friendliness

Easy to implement and manage even for less computer savvy individuals

Anyone can use the application without fear of deleting or harming the data
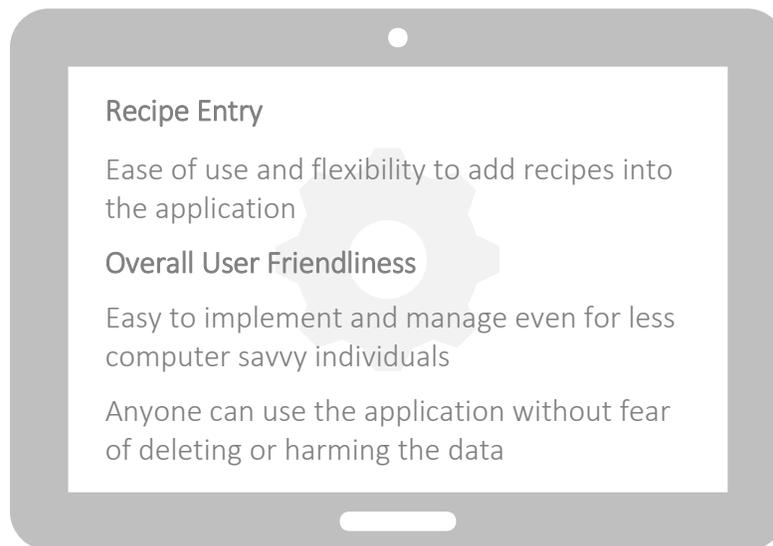
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