

Grace Ridge Retirement Community: RDS Case Study



CHALLENGE:

Convert foodservice operations to a web-based tray ticket application that reduces labor hours associated with manual tasks and increases meal accuracy

SOLUTION:

Implement **Resident Dining Solution (RDS)** for resident dining management, resident selections, tally automation, and tray ticket generation

OUTCOME:

Improved resident safety through increased accuracy in diet orders, meal selections and production tallies

“We have seen an improvement in resident safety as the allergy flagging in the application prevents staff from offering and residents from selecting meal items with known allergies.”

Jordan Miller Wingate, MS, RD, LDN
Registered Dietitian

Grace Ridge Retirement Community

“We have been using RDS to prepare us for launching the International Dysphagia Diet Standardization Initiative (IDDSI). We can customize and control what recipes are appropriate for residents to receive for each level of the dysphagia diet orders.”

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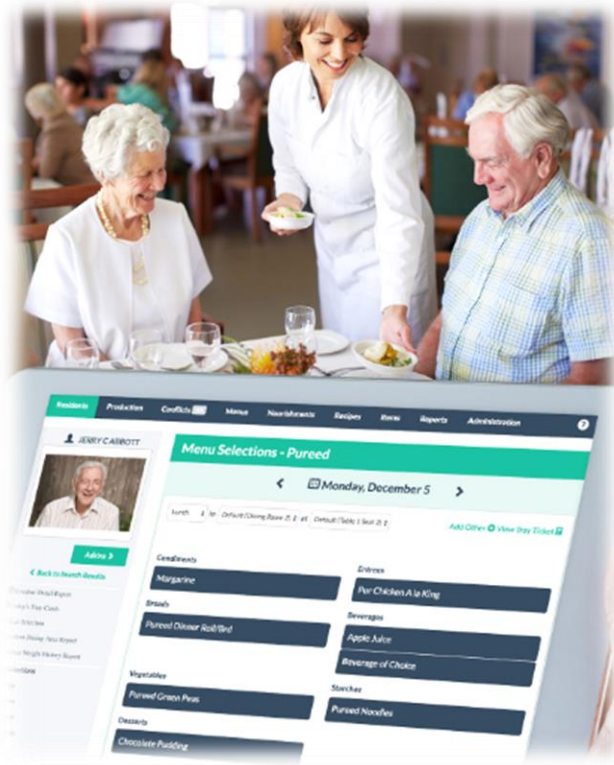
Registered Dietitian, Grace Ridge Retirement Community

Grace Ridge Retirement Community, part of Carolinas HealthCare System Blue Ridge, is a continuing care retirement community located in Morganton, North Carolina. The facility, which provides independent living, assisted living, skilled nursing and specialized memory care, utilizes MonarqRC’s Resident Dining Solution (RDS) for resident dining management, meal selection forms, allergy conflicts, production tallies and tray ticket generation. Before implementing RDS, Grace Ridge Retirement Community was experiencing inefficiencies related to manual tasks such as tallying production counts and sorting menus by hand. Another challenge the facility was facing was related to staff members selecting menu choices for residents that were not appropriate for their diet order. Grace Ridge found improved accuracy in both resident menu selections and tray setup in the RDS application. “We have created separate menus for different dietary restrictions outlining the modifications and

offerings appropriate for each diet,” reported Wingate.

Wingate reports the online sign-up process for RDS conducted through the MonarqRC website was quick and easy enabling a facility to get started with the application in just a few days. The implementation of RDS includes both training tutorials and personalized webinars. The application is designed to be intuitive and quickly adopted by staff members. “Technically savvy individuals can learn and adopt the major features of the application in as little as 20 minutes. For those individuals that are less computer savvy, it may take 45 minutes to an hour to grasp core functionality,” stated Wingate. Ease of use is a crucial component in the long-term adoption of any software application, especially in an industry with high staff turnover.

RDS is a comprehensive resident dining



management and foodservice production application that automates the resident menu selection process, tallying production counts, and generating detailed reports that assist an operator in improving accuracy, efficiency, resident safety and satisfaction. RDS users have access to resident dining management features such as diet orders, allergies, preferences, adaptive equipment, dining locations and nourishments/supplements. To fully realize the benefits of the application, recipes and menus can be managed to offer diet appropriate choices to residents delivering a personalized approach to dining. By using the meal selection forms or tablets to collect resident selections, the application automates the generation of a production

guide detailing the exact number of portions to prepare for each recipe. “Our tallies have become more accurate since using the Production Guide report by approximately five (5) servings,” reported Wingate. If you consider an average entrée per serving cost of \$0.70 and multiply by 5 servings per meal period, a savings of \$3.50/meal period can be realized. If you

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take it a step further and multiply by 3 meals per day and 365 days, then you can realize a cost savings of over \$3,800 annually for a single entrée item. If you reduce overproduction for every menu item on a meal period by 5 servings – not just the entrée – then the savings can be far greater.

Grace Ridge Retirement Community relies on the meal selection forms, diet order, dislike and allergy conflicts, production

guide and tray ticket reports. They utilize these reports to obtain appropriate meal selections from residents, automate tallies and increase tray accuracy. "RDS has improved tray accuracy as it is easier to build trays with the way tickets are printed. Prior to using RDS, our tickets featured every available menu item for residents to circle selections and it made building the trays more complicated. It was difficult to view exactly what the resident selected amid all the other options on the ticket," explained Wingate. Improved tray accuracy typically means increased resident satisfaction as residents are more pleased that items are not inadvertently left off their tray.

Resident safety is a priority within the RDS application. Allergy conflicts aim to increase safety during the menu selection process and mealtime. Conflicts remove

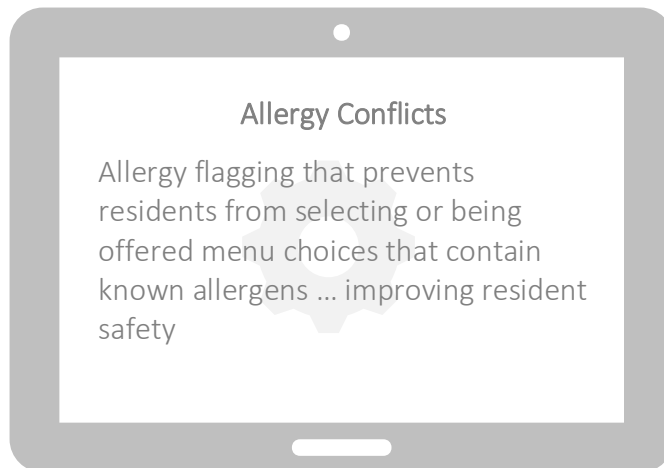
RESULTS

- ✓ Increased resident safety through allergy conflicts
- ✓ Increased resident satisfaction through improved tray accuracy
- ✓ Reduction in overproduction through tally automation
- ✓ Generation of detailed reports that deliver a personalized dining experience

recipes with known allergies from resident offerings preventing staff from selecting recipes that the resident is allergic to.

Wingate, who is successfully using the RDS application and eager to adopt more features as they become available, recommends that those looking for a new resident management and foodservice application review MonarqRC's Resident Dining Solution.

User's Favorite Features



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