

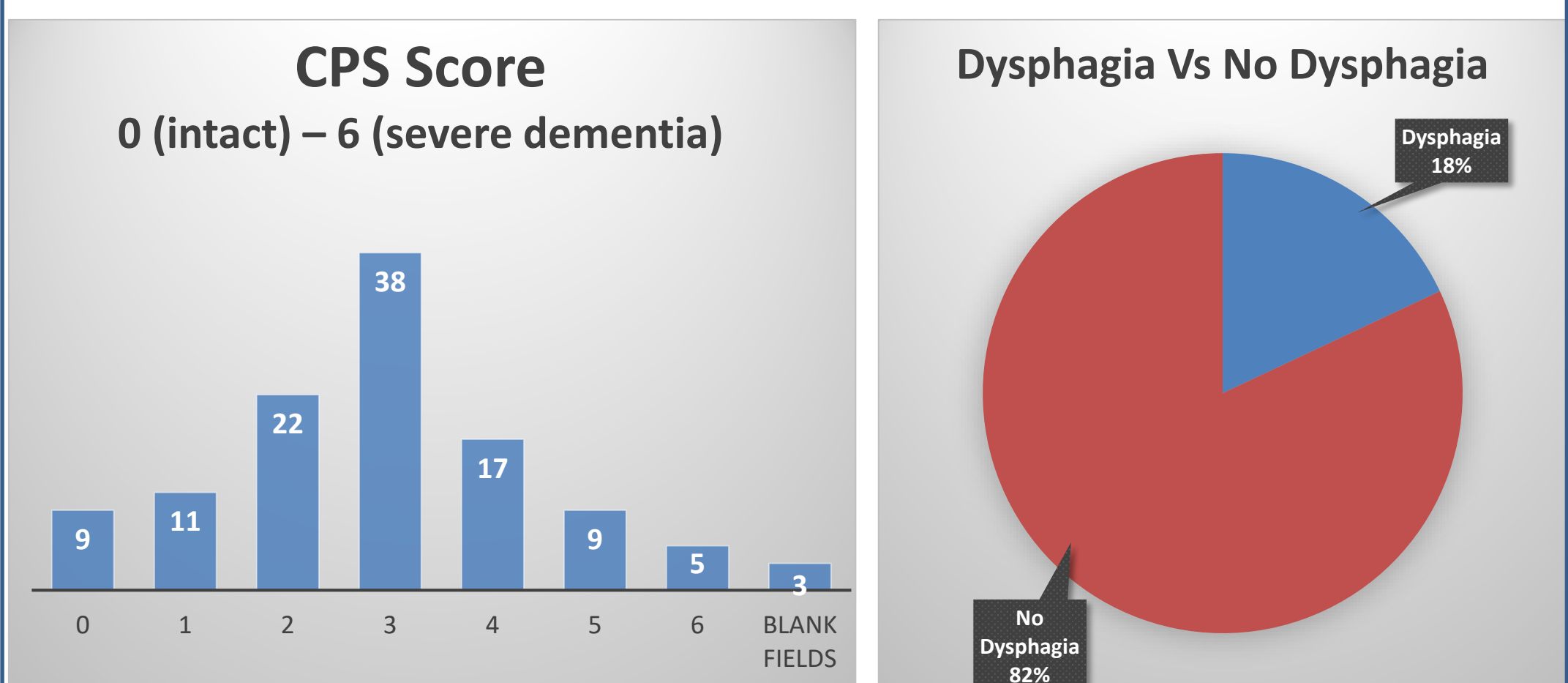
# “Food - Medicine for the Soul”

Holy Family Hospital LTC Food QI Project

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## Setting

- Long Term Care (LTC) ~ 126 beds
- Providence Health Care (PHC) Vancouver, BC
- Average age – 86; mostly female (81%); frail elderly
- Cognitive Performance Scale (CPS): mod-severe 3-6 82%
- Dysphagia Diet (18%) vs. Non-dysphagia Diet (82%)



## Problem or Issue

At annual Family/Team conferences, **food was a common issue found** through chart audit showing 12% of dietitian referrals (July 2017-2018) vs. 19.3% (July 2018-June 2019) highlighting residents' concerns, usually around food preferences.

**Quality of life is an issue.**



BC: Average raw food expenditure \$8.38/day/LTC resident  
HFH: \$8.58/day/LTC resident  
Source: Seniors Advocate Report 2020

## Effects of change

- Aim Statement not achieved as number of complaints/concerns increased (not statistically significant) but** due to increased awareness and avenue to give feedback **and we learned:**
- Food Experience Survey results:** “food taste” & “eating with others” most important to residents
- Food Waste Measurements (entrées):**
  - ALL residents – lunch most wasted meal (38.4%) vs. breakfast (19.6%)
  - COGNITIVELY INTACT: **food waste reduction during Dinner from 48% (Dec 2018) to 24% (Sept 2019), and also overall from 40% to 25%**

**Aim statement:** Reduce number of food complaints by 20% by March 2019

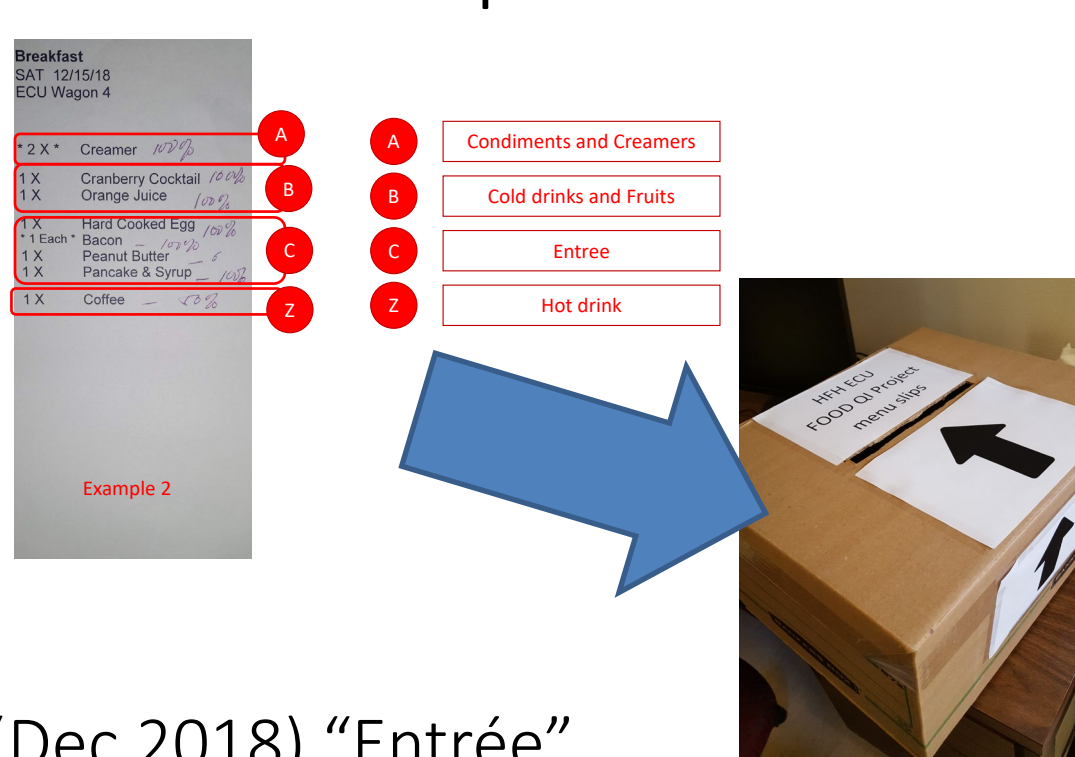
## Measures of improvement

**Chart Audit:** gather study population demographics and food concerns July 2017-July 2018. Repeated July 2018 – June 2019.

**Patient Survey:** gather residents' attitudes towards food and food experience: baseline Nov 2018 on residents with CPS 0-1 and random staff for comparison. Repeated with all residents Sept 2019.

**Food Waste Audit –** amount eaten recorded on food slips (Dec 2018 & Sept 2019) over three different days for all residents

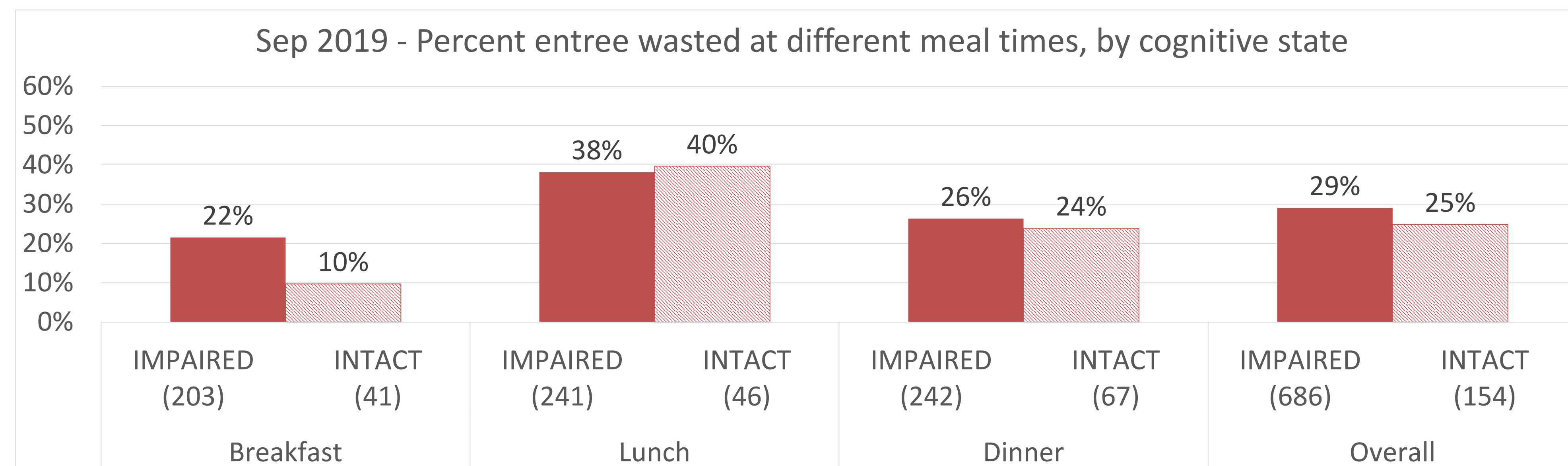
## Food slips



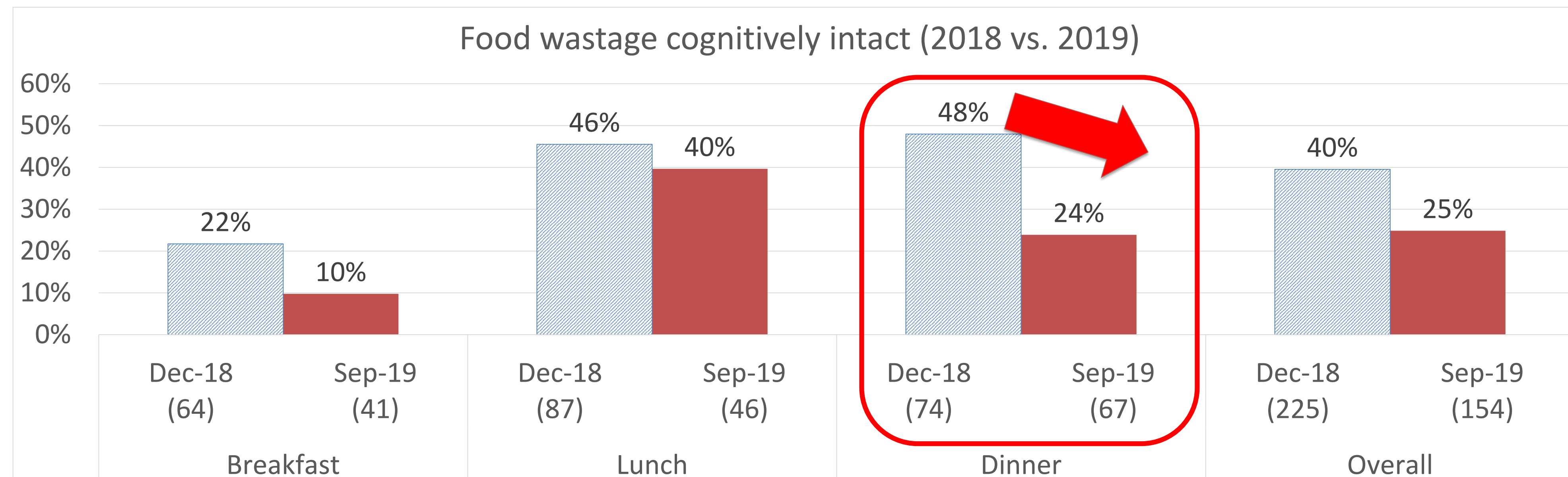
Baseline (Dec 2018) “Entrée”

Meal type	% wasted
Breakfast	21.6% wasted
Lunch	36.7% wasted
Dinner	34.9% wasted
<b>Average</b>	<b>31.5% wasted</b>

Sep-2019 data for ALL residents disaggregate by meal type as follows:



Significant difference in Cognitively Intact, comparing year to year:



## Lessons learned - PATIENCE

- Food experience can be **measured!**
- What caregivers think residents want is often **different** from what they actually want e.g. survey findings
- Cognitively impaired residents may not have reduced their wastage, but their needs should not be overlooked
- QI is a **science** improving current processes and **data** is important as is **TEAM** building!
- Complex systems change takes **patience and time** – need to engage all stakeholders early and often.
- Education** of staff, residents/patients and families about complexity of food production system is important to gain understanding of why **changes can be slow and/or difficult but not impossible.**

## Intervention or strategies for change

First PDSAs started in April 2019:

- Lipped plates for residents who were still feeding themselves
- Switching to smaller lunch portion size with larger dinner portion size to reduce food waste



Scan QR Code to download this poster and get further details

## Sustainability

- Advocacy for LTC resident, RN, RCA input into Holy Family Hospital's **Food Committee** on a permanent basis to continue to work with Food Production to improve food experience of the residents at HFH LTC
- Working through **Environmental Sustainability Committee** (PHC) to address food wastage as a part of Planetary Health

## Acknowledgements

Dietitians: Ariel Seah, Shawna Manders  
Executive Sponsor: Rae Johnson (Ops Leader)  
HFH LTC staff including RCAs, RNs, CNLs  
Volunteers: Noel Lai and many others!  
Amy Chang (initial Project Advisor)  
Holy Family Hospital LTC residents  
This project was supported by the Specialist Services Committee through the Physician Led Quality Improvement initiative

## Glossary of acronyms

CPS: Cognitive Performance Scale; PDSA: Plan-Do-Study-Act;  
HFH LTC: Holy Family Hospital Long Term Care; LTC: Long Term Care

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