



<p>Team Name: Nutrition and Food Services</p> <p>Team Lead: Regional Manager Nutrition and Food Services</p> <p>Approved by: Regional Lead – Corporate Services & Chief Financial Officer</p>	<p>Reference Number: ORG.1012.PL.005</p> <p>Program Area: Support Services</p> <p>Policy Section: Nutrition and Food Services</p>
<p>Issue Date: January 31, 2017</p> <p>Review Date:</p> <p>Revision Date: February 13, 2023</p>	<p>Subject: Nutrition and Food Services Audit Program</p>

Use of pre-printed documents: Users are to refer to the electronic version of this document located on the Southern Health-Santé Sud Health Provider Site to ensure the most current document is consulted.

POLICY SUBJECT:

Nutrition and Food Services Audit Program

PURPOSE:

To have a consistent regional process for conducting and reporting Nutrition and Food Service Audits to ensure quality, safe and secure environment for clients. To meet Manitoba Long Term Care Standards.

BOARD POLICY REFERENCE:

Executive Limitation (EL-7) Asset Protection & Risk Management

POLICY:

The Nutrition and Food Services (NFS) Team will implement and maintain a Nutrition and Food Service Audit Program in each health care facility within Southern Health-Santé Sud.

IMPORTANT POINTS TO CONSIDER:

Objectives of the Nutrition and Food Service Audit Program are to:

- Develop and maintain mechanisms to review and evaluate client care/service, to identify and control risks.
- Document, act, follow-up and report the findings.
- Implement the recommendations for improvement.
- Maintain a safe and secure environment for clients and staff.
- Review the effectiveness of implemented changes on a regular basis.
- Evaluate the effectiveness of the program at least annually.

Client satisfaction surveys are conducted in different ways, including Resident Council, Resident Care Conferences, Regional Primary Care Home (PCH) survey and Regional Acute Survey.

PROCEDURE:

- Audits will be carried out by NFS staff or designate as per below:
 - Annual Audit Tracking Form Minimum Annually
 - Fridge Temperatures 2 times/day
 - Unit Fridge Temperatures 1 time/day
 - Freezer Temperatures 2 times/day
 - Dishmachine Temperatures 3 times/day
 - Food Temperatures 3 times/day
 - Meals on Wheels 1 time/year
 - Acute Care/LTC Meal Tray Audit Monthly
 - Sanitation Audit 4 times/year
 - LTC/AC Client Satisfaction Survey As required by facility
 - Cafeteria Customer Satisfaction Survey As required by facility
 - Plate Waste Audit Minimum quarterly
 - Regional Audit Report Form Quarterly

- The audit program will be evaluated on a yearly basis, utilizing the Annual Audit Tracking Form ORG.1912.PL.005.FORM.01 and on a quarterly basis, utilizing the Regional Audit Form ORG.1912.PL.005.FORM.14. Audit standard percentages are included.
- The program will be coordinated by the Regional Manager NFS, reviewed by the Regional NFS Team annually, and reported to Senior Leadership Team as needed.

Annual Audit Tracking Form

- Audits will be analyzed and reported on, using the Annual Audit Tracking Form ORG.1912.PL.005.FORM.01, by the NFS Manager/designate.
- The NFS Manager/Designate will review the results and provide recommendations as needed. Those recommendations are implemented and followed-up at staff meetings, departmental communication and Leadership Team meetings based on facility requirements.

Fridge/Freezer Temperature

- Temperatures will be recorded 2 times/day by the cook/dietary aide using the Fridge/Freezer Temperature Record ORG.1912.PL005.FORM.02.
- Exception to Unit Fridges: NFS is responsible to measure temperatures of unit fridges that they stock daily. At sites where Unit Staff stock the fridges, Unit Staff will check temperatures. Unit fridges are monitored and recorded by the cook/ dietary aide or unit staff 1 time/day depending on who stocks the fridge at the site.
- Temperatures must be within acceptable range as indicated on the record.
- Report any unacceptable temperatures to NFS Manager/designate or Maintenance. Necessary action and follow up must be recorded on Temperature Record.
- Return completed monthly record to NFS Manager/designate for audit analysis to ensure action taken and follow up was completed.

- Audit results are individually reported on the Annual Audit Tracking Form ORG.1912.PL.005.FORM.01.

Dishmachine Temperatures

- Temperatures will be recorded 3 times/day by the cook/dietary aide at peak operating times using the Dishmachine Temperature Record ORG.1912.PL.005.FORM.03.
- Temperatures must be within acceptable range as indicated on the record.
- Report any unacceptable temperatures to NFS Manager/designate or Maintenance. Necessary action and follow up must be recorded on Temperature Record.
- Return completed monthly record to NFS Manager/designate for audit analysis to ensure action taken and follow up was completed.
- Audit results are individually reported on the Annual Audit Tracking Form ORG.1912.PL.005.FORM.01.

Food Temperatures

- Potentially Hazardous foods must be cooked to safe internal temperature as identified in food safety regulations and held outside the temperature danger zone until service.
- The Temperature Danger zone is 4°C (40°F) - 60°C (140°F).
- Temperatures will be recorded by the cook/ dietary aide just prior to each meal on the Food Temperature Record ORG.1912.PL.005.FORM.04.
- Temperatures must be within the ideal acceptable range as indicated on the Food Temperature Record ORG.1912.PL.005.FORM.04. Ideal Temperatures are used to ensure the food items being consumed are palatable, acceptable, and enjoyable.
- Suzy-Q cart /steam table – these pieces of equipment are used temporarily to hold food until service time. Food must be at the ideal temperature when it's placed into the Suzy-Q cart/steam table and stay at the ideal temperature until service time.
- If the temperature is below the minimum ideal temperature range for the food item, heat the food item to the correct ideal temperature prior to service.
- If the food has been held in the temperature danger zone for 2 hours or more, discard it without exception. Reference the Food Safety Food Safety Code of Practice, Canadian Restaurant and Foodservices Association.
- Report any unacceptable temperatures to the cook for immediate follow-up and action. Necessary action and follow up must be recorded on reverse side of the Temperature Record.
- Return completed monthly record to NFS Manager/designate for audit analysis to ensure action taken and follow up was completed.
- Audit results are individually reported on the Annual Audit Tracking Form ORG.1912.PL.005.FORM.01.

Meals on Wheels Satisfaction Survey

- Client survey will be distributed to Meals on Wheels (MOW) clients 1 time/year (if applicable) by the NFS Manager or designate, using the MOW Client Survey ORG.1912.PL.005.FORM.05.
- Return completed survey to NFS Manager or designate for audit analysis.

- Survey results will be tabulated using the MOW Survey Summary Report ORG.1912.PL.005.FORM.06. Follow-up will be carried out as needed.
- Audit results are individually reported on the Annual Audit Tracking Form ORG.1912.PL.005.FORM.01.

Acute Care/LTC Meal Tray Audit

- The NFS Manager, Site Coordinator, Supervisor or designate, using the Acute Care/Long Term Care (LTC) Tray Audit, will conduct tray audits, at a minimum of monthly. ORG.1912.PL.005.FORM.07. Throughout the year one breakfast tray, one lunch tray and one dinner tray will be audited.
- A “Test” tray will be requested with a specific therapeutic diet and texture to analyze. This tray will be requested without the knowledge of the dietary staff.
- Return completed audit to NFS Manager or designate for audit analysis.
- Report any unacceptable results to the staff for immediate follow-up.
- Audit results are individually reported on the Annual Audit Tracking Form ORG.1912.PL.005.FORM.01.

Sanitation Audit

- Sanitation audits will be conducted 4 times/year by the NFS Manager/Coordinator/Supervisor, cook, dietary aide, or designate using the NFS Sanitation Audit ORG.1912.PL.005.FORM.08.
- Return completed survey to NFS Manager or designate for audit analysis.
- Follow-up will be carried out as needed.
- Audit results are individually reported on the Annual Audit Tracking Form ORG.1912.PL.005.FORM.01.

Client Satisfaction Surveys

- Client Satisfaction Surveys specific to LTC, Acute Care and Cafeteria will be conducted as required by the facility, by NFS Manager/Coordinator/Supervisor or designate using the appropriate survey form LTC/Acute Care Client Satisfaction Survey ORG.1912.PL.005.FORM.09 and Cafeteria Customer Satisfaction Survey ORG.1912.PL.005.FORM.11.
- Recommended to survey 10% of client population with a minimum of 4 surveys completed.
- Return completed surveys to NFS Manager /designate for audit analysis.
- Summary and follow-up will be carried out as needed on the appropriate LTC/Acute Care Client Satisfaction Survey Summary Report ORG.1912.PL.005.FORM.10 or Cafeteria Customer Satisfaction Survey Summary Report ORG.1912.PL.005.FORM.12.
- Audit results are individually reported on the Annual Audit Tracking Form ORG.1912.PL.005.FORM.01.

Plate Waste Audit

- Plate Waste Audit will be conducted by NFS Manager/Site Coordinator/Supervisor/or designate as required using the Plate Waste Audit Form ORG.1912.PL.005.FORM.13.

- Recommended to survey 10% of client population with a minimum of 4 survey audits completed.
- Audit standard percentage will reflect amount wasted.
- Return completed results to NFS Manager/designate for audit analysis.
- Follow-up will be carried out as needed.
- Audit results are individually reported on the Annual Audit Tracking Form ORG.1912.PL.005.FORM.01.

Regional Audit Form

- The NFS Manager/designate will complete the Regional Audit Form ORG.1912.PL.005.FORM.14 on a quarterly basis and submit to the Regional Manager NFS.
- The Regional Manager will evaluate and review results with the NFS team at team meetings to look for common themes and determine recommendations for the program, if needed.

EQUIPMENT/SUPPLIES:

Thermometers, Humidistat

SUPPORTING DOCUMENTS:

ORG.1912.PL.005.FORM.01	Annual Audit Tracking Form
ORG.1912.PL.005.FORM.02	Fridge/Freezer Temperature Record
ORG.1912.PL.005.FORM.03	Dishmachine Temperature Record
ORG.1912.PL.005.FORM.04	Food Temperature Record
ORG.1912.PL.005.FORM.05	Meals on Wheels Client Survey
ORG.1912.PL.005.FORM.05.F	Meals on Wheels Client Survey French
ORG.1912.PL.005.FORM.06	Meals on Wheels Survey Summary Report
ORG.1912.PL.005.FORM.07	Acute Care/LTC Meal Tray Audit Form
ORG.1912.PL.005.FORM.08	Food Service Sanitation Audit
ORG.1912.PL.005.FORM.09	LTC/AC Client Satisfaction Survey
ORG.1912.PL.005.FORM.09.F	LTC/AC Client Satisfaction Survey French
ORG.1912.PL.005.FORM.10	LTC/AC Client Satisfaction Survey Summary Report
ORG.1912.PL.005.FORM.11	Cafeteria Customer Satisfaction Survey
ORG.1912.PL.005.FORM.11.F	Cafeteria Customer Satisfaction Survey French
ORG.1912.PL.005.FORM.12	Cafeteria Customer Satisfaction Survey Summary Report
ORG.1912.PL.005.FORM.13	Plate Waste Audit Form
ORG.1912.PL.005.FORM.14	Regional Audit Form

REFERENCES:

Nutrition and Food Service Audit Manual, British Columbia
 Food Safety Code of Practice, Canadian Restaurant and Foodservices Association