

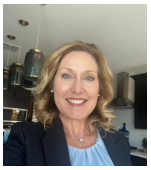
The Perfect Recipe: Dining Excellence with Nutritious, Cost-Effective, and Memorable Meals

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Susan Palczynski is the Director of Clinical Nutrition and Wellness Program Development at Premier, Inc, a leading foodservice purchasing program to health care and education institutions, and businesses. She holds a Master of Science degree in Nutrition and is a Registered Dietitian. Susan has over 25 years of experience in the food and nutrition industry, with a focus on menu planning, therapeutic diets, and regulatory compliance.

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Welcome & Objectives

1. Define dining excellence in senior living
2. Balance nutrition, cost, and satisfaction
3. Optimize kitchen practices and resident experience

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What does a perfect meal look like for your residents?

Favorite foods
The most cherished dishes, family recipes, or cultural specialties that residents enjoy

Presentation
The way the meal is arranged, plated, and garnished to make it visually appealing

Dining experience
The ambiance, company, and overall setting that makes the meal feel complete

Dietary needs
Accommodating any allergies, restrictions, or preferences to ensure everyone can partake

Encouraging residents to share their vision of a perfect meal can provide valuable insights into their personal preferences and help tailor the dining program to their unique needs and tastes.

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The Importance of Dining

Resident Satisfaction
Dining is central to residents' quality of life and overall satisfaction

Evolving Expectations
Residents expect fresh, flexible, and flavorful dining experiences

Competitive Advantage
Providers must stay current on dining trends to remain competitive and relevant

Dining is a critical factor in driving resident satisfaction and quality of life. Providers must continuously adapt to evolving expectations and stay ahead of the competition to deliver exceptional dining experiences.

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The Power of Experiential Dining

Experiential dining experiences can unlock a world of delight for older adults. By leveraging subtle sensory cues like dimmed lighting, soothing music, and thematic presentations, these curated meals can ignite joy, stimulate appetite, and enhance cognitive function.



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Benefits and Challenges of Experiential Dining

- **Improved Satisfaction and Retention**
  Experiential dining experiences can boost resident satisfaction, leading to higher retention rates and a stronger sense of community.
- **Attracts New Residents**
  Unique dining options can be a draw for prospective residents, helping to differentiate the community and attract new interest.
- **Balancing Cost vs. Quality**
  Implementing experiential dining programs requires careful budgeting to ensure high-quality offerings without significantly increasing costs.
- **Staff Training for Consistency**
  Ensuring all staff are well-trained and able to consistently deliver the desired dining experience is crucial for success.
- **Managing Dietary Needs and Restrictions**
  Accommodating various dietary requirements and restrictions is essential for providing an inclusive and satisfactory dining experience.

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Resident Engagement and Satisfaction

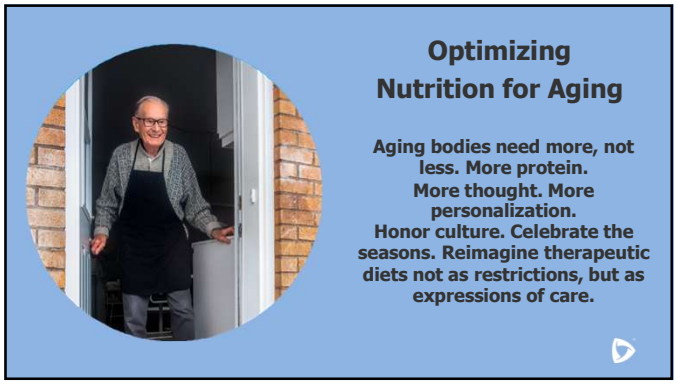


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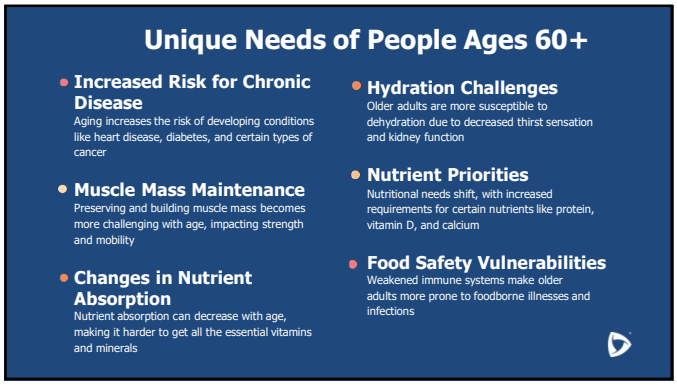
Top Trends - What Providers Need to Know

- **Healthier Options**
  Offer plant-based, low-sodium, and low-calorie alternatives to cater to health-conscious diners
- **Focus on Sustainability**
  Implement eco-friendly practices, source local and organic ingredients, and reduce food waste
- **Personalized Menus**
  Provide customizable meal options to accommodate dietary restrictions and personal preferences
- **Innovation**
  Experiment with new cooking techniques, flavor combinations, and presentation to stand out
- **Farm-to-Table & Community Gardens**
  Partner with local farms and promote the use of fresh, seasonal produce
- **Flexible Dining Times**
  Offer extended hours, grab-and-go options, and multiple seating times to accommodate diverse schedules

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Optimizing
Nutrition for Aging
Aging bodies need more, not less. More protein.
More thought. More personalization.
Honor culture. Celebrate the seasons. Reimagine therapeutic diets not as restrictions, but as expressions of care.

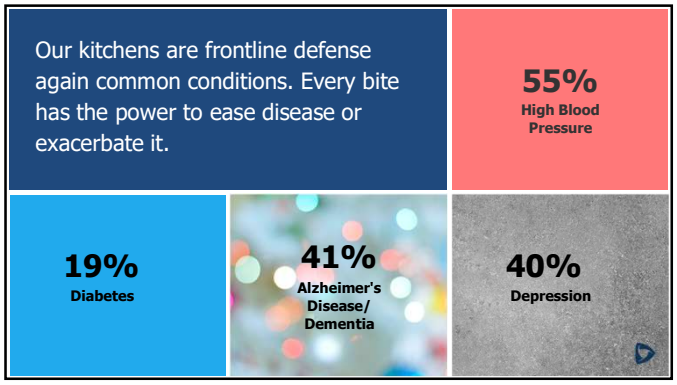
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Unique Needs of People Ages 60+
Increased Risk for Chronic Disease
Aging increases the risk of developing conditions like heart disease, diabetes, and certain types of cancer
Muscle Mass Maintenance
Preserving and building muscle mass becomes more challenging with age, impacting strength and mobility
Changes in Nutrient Absorption
Nutrient absorption can decrease with age, making it harder to get all the essential vitamins and minerals
Hydration Challenges
Older adults are more susceptible to dehydration due to decreased thirst sensation and kidney function
Nutrient Priorities
Nutritional needs shift, with increased requirements for certain nutrients like protein, vitamin D, and calcium
Food Safety Vulnerabilities
Weakened immune systems make older adults more prone to foodborne illnesses and infections

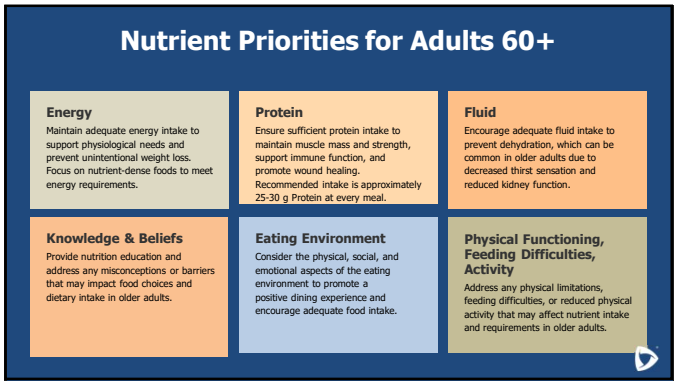
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68%
Need Help Bathing
Nearly 1 in 4 residents need assistance with eating, and even more require help with walking, dressing, and bathing. These statistics underscore the importance of designing dining programs that go beyond nutrition - supporting independence, dignity, and quality of care.
58%
Need Help Walking
45%
Need Help Dressing
38%
Need Help Toileting
33%
Need Help Transferring
23%
Need Help Eating

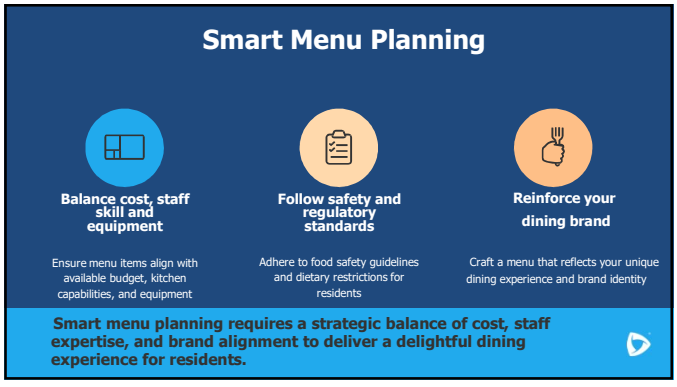
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Our kitchens are frontline defense again common conditions. Every bite has the power to ease disease or exacerbate it.
55%
High Blood Pressure
19%
Diabetes
41%
Alzheimer's Disease/ Dementia
40%
Depression

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Nutrient Priorities for Adults 60+
Energy
Maintain adequate energy intake to support physiological needs and prevent unintentional weight loss. Focus on nutrient-dense foods to meet energy requirements.
Protein
Ensure sufficient protein intake to maintain muscle mass and strength, support immune function, and promote wound healing. Recommended intake is approximately 25-30 g Protein at every meal.
Fluid
Encourage adequate fluid intake to prevent dehydration, which can be common in older adults due to decreased thirst sensation and reduced kidney function.
Knowledge & Beliefs
Provide nutrition education and address any misconceptions or barriers that may impact food choices and dietary intake in older adults.
Eating Environment
Consider the physical, social, and emotional aspects of the eating environment to promote a positive dining experience and encourage adequate food intake.
Physical Functioning, Feeding Difficulties, Activity
Address any physical limitations, feeding difficulties, or reduced physical activity that may affect nutrient intake and requirements in older adults.

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Smart Menu Planning
Balance cost, staff skill and equipment
Ensure menu items align with available budget, kitchen capabilities, and equipment
Follow safety and regulatory standards
Adhere to food safety guidelines and dietary restrictions for residents
Reinforce your dining brand
Craft a menu that reflects your unique dining experience and brand identity
Smart menu planning requires a strategic balance of cost, staff expertise, and brand alignment to deliver a delightful dining experience for residents.

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Menu Design Essentials

Daily Variety

Offer diverse menu options that cater to different preferences and dietary needs

Cultural Sensitivity

Incorporate culturally relevant dishes that celebrate the diversity of the community

Seasonal Ingredients

Use locally sourced, fresh, and seasonal ingredients to enhance flavors and support the local economy

By embracing daily variety, cultural sensitivity, and seasonal ingredients, you can create a menu that resonates with residents, nourishes their bodies, and connects them to their culinary heritage.

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Why Procurement Matters

Food Costs - Top 3 Expense in Senior Living

Procurement plays a critical role in managing one of the highest expenses for senior living communities.

Navigating Inflation, Labor Shortages, and Changing Resident Needs

Effective procurement strategies are essential to adapt to the evolving senior living landscape.

Strategic Savings and Operational Excellence

Procurement is about more than just buying - it's about driving long-term cost savings and operational efficiency.

Procurement is a strategic lever that can help senior living communities thrive in the face of industry challenges.

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What is Procurement?

- **Sourcing**
  Identifying and selecting reliable suppliers for goods and services
- **Negotiation**
  Securing the best pricing and contract terms for the organization
- **Procurement**
  The process of purchasing and managing goods and services
- **Quality Assurance**
  Ensuring procured items meet regulatory and nutritional requirements
- **Inventory and Cost Tracking**
  Monitoring usage and costs to optimize spending

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The Role of GPOs
(Group Purchasing Organizations)

- **Aggregate Purchasing Power**
  Combine purchasing power across facilities to negotiate lower prices
- **Pre-Negotiated Contracts**
  Access pre-vetted contracts with preferred vendors
- **Streamlined Vendor Access**
  Easily connect with approved, compliant vendors
- **Compliance Support**
  Receive guidance on dietary, safety, and sustainability requirements
- **Rebates, Reporting, and Contract Optimization**
  Leverage data to maximize savings and efficiency

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Three Pressures on Dining

Workforce Instability
Dining departments face turnover near 40%, and labor now consumes over half of operating budgets

Food Cost Pressure
Half of SL communities spend under $12 per resident per day for all three meals

Regulatory Scrutiny
Surveyors cite facilities under CMS 42 CFR 483.60 for inadequate staffing, competencies, and diet quality

Workforce, cost, and compliance pressures are converging on the dining department at once - which is exactly why procurement strategy has become a survival skill, not a back-office function.

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Direct & Indirect Cost Savings

Lower Ingredient & Supply Prices
Negotiated contract pricing with suppliers to reduce costs of raw materials, packaging, and other supplies.

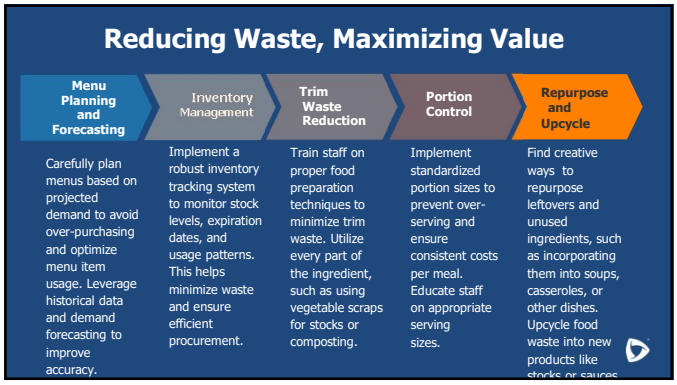
Reduced Delivery & Freight Costs
Optimize transportation routes and consolidate deliveries to minimize expenses associated with product shipments.

Reduced Administrative Burden
Streamline invoicing, order processing, and other back-office tasks to decrease labor costs and increase efficiency.

Minimized Waste
Use standardized products and better demand forecasting to reduce inventory obsolescence and spoilage.

Time Savings
Automate and simplify processes to free up employee time, leading to lower labor costs.

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Reducing Waste, Maximizing Value
Menu Planning and Forecasting
Inventory Management
Trim Waste Reduction
Portion Control
Repurpose and Upcycle
Carefully plan menus based on projected demand to avoid over-purchasing and optimize menu item usage. Leverage historical data and demand forecasting to improve accuracy.
Implement a robust inventory tracking system to monitor stock levels, expiration dates, and usage patterns. This helps minimize waste and ensure efficient procurement.
Train staff on proper food preparation techniques to minimize trim waste. Utilize every part of the ingredient, such as using vegetable scraps for stocks or composting.
Implement standardized portion sizes to prevent over-serving and ensure consistent costs per meal. Educate staff on appropriate serving sizes.
Find creative ways to repurpose leftovers and unused ingredients, such as incorporating them into soups, casseroles, or other dishes. Upcycle food waste into new products like

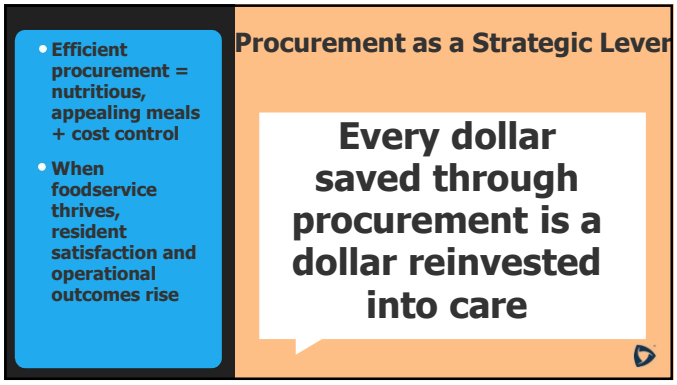
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Improving Supply Chain Management
Establish Reliable Vendor Partnerships
Build long-term relationships with suppliers to ensure consistent, on-time deliveries and prioritize your business.
Implement e-Procurement
Utilize digital procurement platforms to streamline ordering, track inventory, and improve visibility across the supply chain.
Forecast Purchasing Based on Trends
Analyze historical data, menu cycles, and census trends to accurately predict demand and proactively order supplies.
Diversify Supplier Sources
Reduce risk of disruptions by having multiple backup suppliers for critical ingredients or materials.
By implementing these strategies, you can build a more resilient and responsive supply chain that mitigates the challenges of inconsistent deliveries, backorders, and product substitutions.

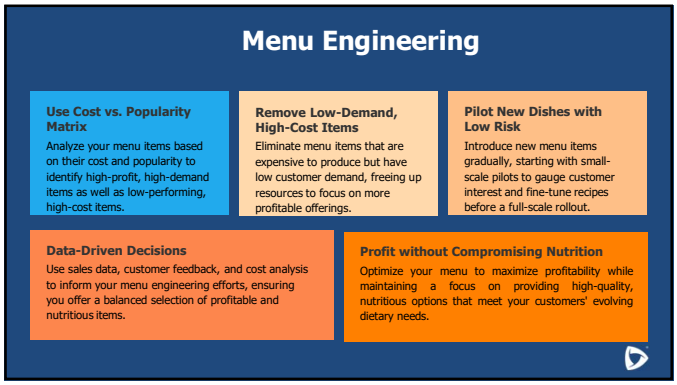
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Enhancing Administrative Efficiency
Digitize Procurement
E-invoicing, online ordering, auto-reorder for staples
Inventory Management Tools
Real-time tracking, waste logs, par level alerts
Policy Alignment
Standard operating procedures = fewer errors and training time
Implementing these strategies can significantly enhance administrative efficiency by streamlining processes, improving visibility, and reducing errors across the organization.

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Efficient procurement = nutritious, appealing meals + cost control
When foodservice thrives, resident satisfaction and operational outcomes rise
Procurement as a Strategic Lever
Every dollar saved through procurement is a dollar reinvested into care

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Menu Engineering
Use Cost vs. Popularity Matrix
Analyze your menu items based on their cost and popularity to identify high-profit, high-demand items as well as low-performing, high-cost items.
Remove Low-Demand, High-Cost Items
Eliminate menu items that are expensive to produce but have low customer demand, freeing up resources to focus on more profitable offerings.
Pilot New Dishes with Low Risk
Introduce new menu items gradually, starting with small-scale pilots to gauge customer interest and fine-tune recipes before a full-scale rollout.
Data-Driven Decisions
Use sales data, customer feedback, and cost analysis to inform your menu engineering efforts, ensuring you offer a balanced selection of profitable and nutritious items.
Profit without Compromising Nutrition
Optimize your menu to maximize profitability while maintaining a focus on providing high-quality, nutritious options that meet your customers' evolving dietary needs.

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Best Practices for Savings and Success
Quarterly Spend Analysis
Review and analyze purchasing data with your distributor on a quarterly basis to identify opportunities for cost savings and process improvements.
Procurement Calendar
Implement a procurement calendar that is linked to your menu planning and resident count, ensuring the right products are ordered at the right time.
Product Standardization
Engage dietary and kitchen staff to standardize the product selection, reducing the number of unique items and optimizing inventory management.
Key Performance Indicators (KPIs)
Track critical metrics such as cost per meal, order error rate, product availability, and waste percentage to monitor the effectiveness of your cost-saving initiatives.

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Call to Action and Discussion



Open Discussion

Have you considered trying a new idea at your facility?

Share success stories to learn from each other and apply new ideas for facility improvements.

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Call to Action and Discussion



Open Discussion

What's getting in your way from being successful?

Share success stories to learn from each other and apply new ideas for facility improvements.

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Call to Action and Discussion



Open Discussion

What's something you tried that worked?

Share success stories to learn from each other and apply new ideas for facility improvements.

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The Perfect Recipe: Dining Excellence with Nutritious, Cost-Effective, and Memorable Meals





By implementing the strategies and approaches discussed, organizations can craft dining programs that strike the perfect balance between nutrition, cost efficiency, and resident satisfaction.

This will not only enhance the overall dining experience but also contribute to the well-being and satisfaction of residents.

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Thoughts?
Questions?

What one idea will you try at your facility?



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