

# Report of Food Management Activities in Navicent Health



Prepared by Maria Daw, Dietetic Intern

Dear Client,

This semester, Morrison Healthcare at Navicent Health hosted a dietetic intern through the Morrison Healthcare Dietetic Internship. This program provides nutrition and dietetics students with the experiences required to become a Registered Dietitian Nutritionist (RDN). During their time here, our intern completed many projects to benefit the team members, visitors, and community of Navicent Health:

- Wellness Audit Evaluation
- Seasonal Retail Promotion
- Healthy Beverage Analysis
- Associate Training
- Sustainability Initiative

I am pleased to provide you with this report which highlights some of these activities. If you would like to learn more about any of the information presented in this report, please feel free to contact me.

Adrien Clermont  
Food Service Director  
Morrison Healthcare Food & Nutrition Services  
Navicent Health

## Café Wellness Evaluation

Each year, all hospitals within Morrison Healthcare complete a comprehensive wellness audit which provides measureable results and focused feedback to our team members and clients within the hospitals we serve. All Spice Café's entrees, sides, and snacks were all assessed in the categories of calories, saturated fat, and sodium to determine which items meet the Morrison Healthcare FIT Criteria. Snacks were also assessed for sugar content. The results provide information on how well Morrison health and wellness initiatives are being implemented and maintained.

*Two things that are being done well in the café to showcase wellness:*

1. Provide a healthy selection of On-the-Go foods.
2. Providing daily FIT entrée, side and soup options.

*The wellness audit evaluation showed that:*

- 22% of all entrees meet the wellness criteria
- 74% of side dishes meet the wellness criteria
- 16% of snacks meet the wellness criteria

The Healthy Dining Standards audit is a useful checklist to assist the foodservice team in providing a balance of healthy offerings throughout the café, and to ensure access to healthy food choices. Results showed:

*67% Healthy Dining Standards are being met*



## Retail Wellness Seasonal Promotion

A pumpkin promotion was held in All Spice Cafe during the month of October. Some of the promotional items for sale included: Pumpkin Spice muffins, loaf, cookies, bars, and a coffee beverage; pumpkin seeds; trail mix; and pumpkins. The two favorite items during our promotion were the Pumpkin Spice Muffins and Pumpkin Spice Snickerdoodles. As a result, we continuously ran out of stock for both.

Additionally, pumpkin was promoted by offering Roasted Pumpkin as a side on the day of the sampling promotion.

This pumpkin promotion was beneficial as guests received education on the health benefits of pumpkin from the digital signage around the cafeteria. By providing this information on health benefits, it relays to our guests that we are promoting healthy eating practices and encourage our guests to consume food that promotes good health.

Pumpkin Spice Muffin samples were provided to guests during lunch on one given day. Sales for the item were then tracked for the day and week for comparison. and sales were tracked for the week.

Results of the Pumpkin Spice Muffin promotion are as follows:

- 20 Pumpkin Spice Muffin samples were shared with customers
- 18 Pumpkin Spice Muffins sold that were offered as a sample that day.
- \$48.24 of Pumpkin Spice Muffins sold on day of sampling generating a \$21.37 profit.
- 65 and \$174.20 of Pumpkin Spice Muffins sold on days it was not offered as a sample during the same week



*“The pumpkin spice muffins and cookies are delicious!”*

*- unknown guest*

## Beverage Inventory Analysis



Beverage choice is just as important as food choice. Our body needs water to stay hydrated and for optimal physiological and mental performance.

- Healthier beverage options include water, 100% fruit juice, and fat-free or 1% milk. Water is the best and healthiest option.
- Sugar sweetened beverages provide unnecessary calories that add up fast. **Opportunity:** replace sugary beverages with diet and sugar free beverages.
- Fat-free and 1% milk is better option than beverages with higher fat. **Opportunity:** replace higher fat dairy beverages with fat-free and 1% milks.

Summary of results from the retail beverage audit:

- 53% healthy beverages for All Spice Cafe
- 47% sugar-sweetened beverages for All Spice Cafe

## FDA Audit Results

Providing nutrition information on all menu items in the hospital café has been a wellness commitment of Morrison Healthcare for several years. This past May local health departments started enforcing the FDA Menu Labeling Regulation on every health inspection for restaurants with more than 20 locations.

Morrison Healthcare has ensured your hospital's café has all the resources and tools to be compliant with the requirements. One such tool is the FDA Menu Labeling Self-Audit. This audit helps us ensure a perfect health inspection by identifying areas that may need corrective action.

The audit assesses label usage in back- and front-of house to determine if FDA Menu Labeling Regulation is being followed. The results are as follows:

- Overall score of 95.24% on the FDA Menu Labeling Audit
- All Spice Café and the production areas have worked hard to meet FDA Menu Labeling requirements. As a result, most areas of audit received a 100%.
- Two areas with low scores:
  - (1) Build Your Own Sandwich area is missing signage with calories. Corrective action needs to be taken by providing a retail station signage with calories.
  - (2) Franchise location, Carmella Joe's, does not have additional nutritional information upon request. Corrective action needs to be taken by obtaining the information and keeping readily available.

## Theme Day Event

A themed day event was planned at the Chef's Table with foods that are in season and support local farmers. A combo meal of savory White Chicken Chili was paired with a corn bread muffin and topped off with a sweet Apple Cobbler. Recipes came from Webtrition and Chef Chris Campbell. Thanks to the use of digital monitors situated around All Spice Café and Yammer, it was easy to get the word out about the themed meal. It was the perfect way to welcome our fall weather! The combo meal was a big hit and sold out quickly!

The themed meal provided a break in the routine items served in All Spice Café. Many guests expressed their gratitude to have something different. The themed day event also served as a platform to educate guests on the benefits of White Chicken Chili loaded with fiber, as well as foods that are in-season and those that are purchased from local farmers.

### Results of Themed Meal:

- Served 62 combo meals to customers
- Survey Result Scores (on a scale of 0-10):
  - Overall Appearance scored 9.38
  - Overall Taste scored 8.96
    - White Chicken Chili scored 9.04
    - Corn Bread scored 8.24
    - Apple Cobbler scored 8.70
  - Value scored 8.56
  - Theme score 9.68;
  - Presentation score 9.52

### Successes and/or areas for improvement:

- We were successful in providing an entrée that gave change to the routine menu. This was evidenced from the surveys and comments provided.
- Several guests voiced their concern that we do not offer enough for vegetarians. We need to improve in this area.



*"The chili was very tasty!"  
"Great chili and cobbler."  
"More often!"*

*- Survey comments on from  
anonymous guests*



## Associate Training

### Gluten-Free Diet.

Gluten-Free Diet training classes were provided to Catering Associates within Patient Services. A Gluten-Free Diet quick-reference guide on what to look for on food labels was provided to associates and our Patient Services' Manager. There was previously no Gluten-Free Menu in Webtrition for patients, and not enough shared knowledge with Patient Services on the diet. As Catering Associates have direct contact with patients, they need to be familiar with gluten-free diets as they receive and deliver ordered meals. As all staff working as a team, we will have better ability to put our best foot forward for our patients and guests.



*"It's nice to know what we didn't know. Some little packets have gluten and some do not. It was a help. It's best to ask a manager."  
- Georgiana, Patient Services*



## Sustainability Initiative

New sustainability initiatives have been implemented to reduce overall waste in the production and retail areas of Nutrition Services. Trim Trax buckets have been placed throughout these areas to see how much and what type of food waste is being created. This program will allow us to assess how we can reduce waste and improve our bottom line. Further steps have been taken in All Spice Cafe after observing excessive portions being served. Line servers were retrained on utilizing proper serving tools and how much a serving size is. Then The Grill's 9-inch Styrofoam plates were replaced with paper boats and liners. By making this change, it is more environmentally friendly, we reduce our costs, it takes up less storage space, and proper portion sizes seem larger in the boats. Our current sustainability practices will save money, landfills space, create less methane gas in the landfills, and stop overfeeding our guests.