

Diet Office Operations Task List – Providence Milwaukie Hospital Room Service – Food On Demand System

Time:	Tasks, Notes & Instructions:	Who?
7:00 am	<p>DA Shift Begins.</p> <p>Log into computer and network. Log into Computrition Hospitality Suite.</p> <p>Dining Host makes coffee. Check fax machine for incoming info. Check voice mail and respond as needed.</p> <p>Retrieve paperwork from printers. Automatic HBOC Diet Worksheets print at 7 am, 11 am, and 4 pm.</p> <p>In Computrition Hospitality Suite, go to Patient Cardex. Enter all New Admissions, Transfers, Discharges, Diet Order Changes, Special Service Requests, Nourishment Requests, and Miscellaneous Changes.</p>	
7:10 am	<p>Print “BRK Patient Roster Report” from Computrition Hospitality Suite.</p> <p>Retrieve HBOC Diet Worksheet from printer.</p> <p>Compare reports and make changes in patient cardex. Be sure that patient information in Computrition Hospitality Suite matches the information on the Diet Census Sheets.</p>	
7:20 am	<p>Print the following reports, in preparation for upcoming meal period:</p> <p>“BRK + S1 Special Services List” “BRK Pre-Scheduled Meals Report” “Today’s Calorie Counts Report” “BRK Menu Assistance Report”</p> <p>Note: See that Calorie Count Special Service is entered for each Calorie Count Patient.</p>	
7:25 am	Log into phone system. This activates the ability to receive calls from patients.	
7:30 am	Food On Demand begins. Answer phones and take patient food requests. Review Special Services List for Fluid Restrictions and Special Requests, and adjust menu selections accordingly. Expedite trays for delivery as necessary. Make note of TIME on HBOC Diet Worksheet when patients have ordered meal.	

Diet Office Operations Task List – Providence Milwaukie Hospital Room Service – Food On Demand System (continued)

Time:	Tasks, Notes & Instructions:	Who?
7:30 am	Dining Host Shift Begins. Preparation of delivery carts and assistance with food tray preparation. Delivery begins.	
On-going	Enter new patient admissions, transfers or discharges into Computrition Hospitality Suite. See that discharges are effective on the last PRIOR meal period. Enter new diet orders and diet order changes. Enter special requests and special services as needed. As time permits, restock cold foods in area of responsibility.	
7:45 am	Refer to “BRK Pre-Scheduled Meals Report” . For each patient listed, retrieve patient cardex and go to Menu Tab. Click SmartSubs button for patient, to allow the system to select Main Items and to correct for Allergies, Preferences and Diet Order requirements. Refer to report printed and adjust menu selections as needed. Be sure menu selections are complete and accurate for each patient. Once meal selections are complete, click Print button. See that trays are prepared and delivered as needed.	
8:15 am	Refer to “BRK Menu Assistance Report” . For each patient listed, retrieve patient cardex and go to Menu Tab. Call patient in designated room and verify patient name. Confirm with the patient the assigned diet order. Assist the patient in making menu selections, assuring that meal is complete and correct. Review menu selections with patient and print kitchen tickets. Send trays according to department procedures.	
8:45 am	BREAK - 15 Minutes (DA) Break coverage provided by Dining Host.	
9:00 am	Continue to answer phones and take patient food requests. Review Special Services List for Fluid Restrictions and Special Requests, and adjust menu selections accordingly. Expedite trays as necessary. Make note of TIME on HBOC Diet Worksheet when patients have ordered meal. Restock areas and help others as needed and as time allows.	
9:15 am	Lunch Break – 30 Minutes (Cook) Break coverage provided by DA.	

Diet Office Operations Task List – Providence Milwaukie Hospital Room Service – Food On Demand System (continued)

Time:	Tasks, Notes & Instructions:	Who?
9:30 am	Print “S1 Snack List” and provide to production staff for snack preparation as needed.	
9:45 am	Print “BRK Selections Needed” report. Call each patient listed, to ask if BRK selections are desired. Process meal trays as requested and according to departmental procedures. Notify Nursing if patient is on meal pattern and not selecting foods.	
On-going	Enter new patient admissions, transfers or discharges into Computrition Hospitality Suite. See that discharges are effective on the last PRIOR meal period. Enter new diet orders and diet order changes. Enter special requests and special services as needed. As time permits, restock cold foods in area of responsibility.	
10:00 am	See that S1 Snacks are delivered as necessary.	
10:05 am	Print the following reports, in preparation for upcoming meal period: “LUN + S2 Special Services List” “LUN Pre-Scheduled Meals Report” “LUN Menu Assistance Report”	
10:15 am	Lunch Break – 30 Minutes (DA) Break coverage provided by Dining Host.	
10:45 am	Continue to answer phones and take patient food requests. Review Special Services List for Fluid Restrictions and Special Requests, and adjust menu selections accordingly. Gather and organize food from cooks, prepare food trays and deliver as needed. Expedite trays as necessary. Make note of TIME on HBOC Diet Worksheet when patients have ordered meal. Restock areas and help others as needed and as time allows.	
11:00 am	Print “LUN Patient Roster Report” from Computrition Hospitality Suite. Retrieve HBOC Diet Worksheet from printer. Compare reports and make changes in patient cardex. Be sure that patient information in Computrition Hospitality Suite matches the information on the Diet Census Sheets.	

Diet Office Operations Task List – Providence Milwaukie Hospital Room Service – Food On Demand System (continued)

Time:	Tasks, Notes & Instructions:	Who?
11:15 am	Continue to answer phones and take patient food requests. Review Special Services List for Fluid Restrictions and Special Requests, and adjust menu selections accordingly. Gather and organize food from cooks, prepare food trays and deliver as needed. Expedite trays as necessary. Make note of TIME on HBOC Diet Worksheet when patients have ordered meal.	
11:25 am	Refer to “LUN Pre-Scheduled Meals Report” . For each patient listed, retrieve patient cardex and go to Menu Tab. Click SmartSubs button for patient, to allow the system to select Main Items and to correct for Allergies, Preferences and Diet Order requirements. Refer to report printed and adjust menu selections as needed. Be sure menu selections are complete and accurate for each patient. Once meal selections are complete, click Print button. See that trays are prepared and delivered as needed.	
11:50 am	Refer to “LUN Menu Assistance Report” . For each patient listed, retrieve patient cardex and go to Menu Tab. Call patient in designated room and verify patient name. Confirm with the patient the assigned diet order. Assist the patient in making menu selections, assuring that meal is complete and correct. Review menu selections with patient and print kitchen tickets. Send trays according to department procedures.	
12:00 Noon and On-going	Continue to answer phones and take patient food requests. Review Special Services List for Fluid Restrictions and Special Requests, and adjust menu selections accordingly. Gather and organize food from cooks, prepare food trays and deliver as needed. Expedite trays as necessary. Make note of TIME on HBOC Diet Worksheet when patients have ordered meal. Make coffee and line trays as able. Restock areas and help others as needed and as time allows.	
On-going	Enter new patient admissions, transfers or discharges into Computrition Hospitality Suite. See that discharges are effective on the last PRIOR meal period. Enter new diet orders and diet order changes. Enter special requests and special services as needed. As time permits, restock cold foods in area of responsibility.	
1:25 pm	Print “S2 Snack List” and provide to cooks for snack preparation as requested.	
1:30 pm	Break – 15 Minutes (DA) Break coverage provided by Dining Host.	

Diet Office Operations Task List – Providence Milwaukie Hospital Room Service – Food On Demand System (continued)

Time:	Tasks, Notes & Instructions:	Who?
1:45 pm	Print “LUN Selections Needed” report. Call each patient listed, to ask if LUN selections are desired. Process meal trays as requested and according to departmental procedures. Notify Nursing if patient is on meal pattern and not selecting foods.	
2:00 pm	See that S2 Snacks are delivered as necessary.	
2:00 pm	Continue to answer phones and take patient food requests. Review Special Services List for Fluid Restrictions and Special Requests, and adjust menu selections accordingly. Gather and organize food from cooks, prepare food trays and deliver as needed. Expedite trays as necessary. Make note of TIME on HBOC Diet Worksheet when patients have ordered meal. Make coffee and line trays as able. Restock areas and help others as needed and as time allows.	
On-going	Enter new patient admissions, transfers or discharges into Computrition Hospitality Suite. See that discharges are effective on the last PRIOR meal period. Enter new diet orders and diet order changes. Enter special requests and special services as needed. As time permits, restock cold foods in area of responsibility.	
3:00 pm	Lunch Break – 30 Minutes (DA) Break coverage provided by Dining Host.	
3:30 pm	Continue to answer phones and take patient food requests. Review Special Services List for Fluid Restrictions and Special Requests, and adjust menu selections accordingly. Gather and organize food from cooks, prepare food trays and deliver as needed. Expedite trays as necessary. Make note of TIME on HBOC Diet Worksheet when patients have ordered meal. Make coffee and line trays as able. Restock areas and help others as needed and as time allows.	
On-going	Enter new patient admissions, transfers or discharges into Computrition Hospitality Suite. See that discharges are effective on the last PRIOR meal period. Enter new diet orders and diet order changes. Enter special requests and special services as needed. As time permits, restock cold foods in area of responsibility.	

Diet Office Operations Task List – Providence Milwaukie Hospital Room Service – Food On Demand System (continued)

Time:	Tasks, Notes & Instructions:	Who?
4:00 pm	<p>Print “DIN Patient Roster Report” from Computrition Hospitality Suite.</p> <p>Retrieve HBOC Diet Worksheet from printer.</p> <p>Compare reports and make changes in patient cardex. Be sure that patient information in Computrition Hospitality Suite matches the information on the Diet Census Sheets.</p>	
4:15 pm	<p>Print the following reports, in preparation for upcoming meal period:</p> <p>“DIN + S3 Special Services List” “DIN Pre-Scheduled Meals Report” “DIN Menu Assistance Report”</p>	
4:30 pm	<p>Refer to “DIN Pre-Scheduled Meals Report”.</p> <p>For each patient listed, retrieve patient cardex and go to Menu Tab. Click SmartSubs button for patient, to allow the system to select Main Items and to correct for Allergies, Preferences and Diet Order requirements. Refer to report printed and adjust menu selections as needed. Be sure menu selections are complete and accurate for each patient. Once meal selections are complete, click Print button. See that trays are prepared and delivered as needed.</p>	
4:45 pm	<p>Refer to “DIN Menu Assistance Report”.</p> <p>For each patient listed, retrieve patient cardex and go to Menu Tab. Call patient in designated room and verify patient name. Confirm with the patient the assigned diet order. Assist the patient in making menu selections, assuring that meal is complete and correct. Review menu selections with patient and print kitchen tickets. Send trays according to department procedures.</p>	
5:00 pm and On-going	<p>Continue to answer phones and take patient food requests. Review Special Services List for Fluid Restrictions and Special Requests, and adjust menu selections accordingly. Gather and organize food from cooks, prepare food trays and deliver as needed. Expedite trays as necessary. Make note of TIME on HBOC Diet Worksheet when patients have ordered meal. Make coffee and line trays as able. Restock areas and help others as needed and as time allows.</p>	

Diet Office Operations Task List – Providence Milwaukie Hospital Room Service – Food On Demand System (continued)

Time:	Tasks, Notes & Instructions:	Who?
On-going	<p>Enter new patient admissions, transfers or discharges into Computrition Hospitality Suite. See that discharges are effective on the last PRIOR meal period. Enter new diet orders and diet order changes. Enter special requests and special services as needed. As time permits, restock cold foods in area of responsibility.</p> <p>Check fax machine for interdepartmental requests. Check custards, puddings and gelatin and prepare as needed. Line patient trays. Finish custards, gelatins and puddings.</p>	
5:45 pm	Print “ Tube Feeding Delivery List ” report. Deliver report to Tube Feeding preparation and delivery staff.	
5:50 pm	Print “ Tube Feeding Delivery Labels ” report. Deliver labels to Tube Feeding preparation and delivery staff.	
6:00 pm	Print “ S3 Snack List ” and provide to cooks for snack preparation as requested.	
6:15 pm	<p>Break – 15 Minutes (DA)</p> <p>Break coverage provided by Dining Host.</p>	
6:30 pm	Continue to answer phones and take patient food requests. Review Special Services List for Fluid Restrictions and Special Requests, and adjust menu selections accordingly. Gather and organize food from cooks, prepare food trays and deliver as needed. Expedite trays as necessary. Make note of TIME on HBOC Diet Worksheet when patients have ordered meal. Make coffee and line trays as able. Restock areas and help others as needed and as time allows.	
6:45 pm	Print “ DIN Selections Needed ” report. Call each patient listed, to ask if LUN selections are desired. Process meal trays as requested and according to departmental procedures. Notify Nursing if patient is on meal pattern and not selecting foods.	
7:00 pm and On-going	<p>Enter new patient admissions, transfers or discharges into Computrition Hospitality Suite. See that discharges are effective on the last PRIOR meal period. Enter new diet orders and diet order changes. Enter special requests and special services as needed. As time permits, restock cold foods in area of responsibility.</p> <p>Make sure your area is well stocked and ready for tomorrow’s meal service. Stock the starter station with necessary supplies.</p>	

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Time:	Tasks, Notes & Instructions:	Who?
7:15 pm	Continue to answer phones and take patient food requests. Review Special Services List for Fluid Restrictions and Special Requests, and adjust menu selections accordingly. Gather and organize food from cooks, prepare food trays and deliver as needed. Expedite trays as necessary.	
7:30 pm	Log out of the phone system. This turns off the patient's ability to call for food and directs them to their nursing representatives.	
7:45 pm	See that S3 Snacks are ready for delivery. See that Tube Feedings are ready for delivery.	
7:50 pm	<p>Print the following reports for backup purposes:</p> <p>"Patient Roster For Backup" "Patient Likes, Dislikes and Allergies" "Tomorrow's Snack Delivery List"</p> <p>Leave in designated place for use tomorrow, if needed.</p> <p>Calculate and record the # of Trays Sent, Total # of Snacks Sent. (ER, Speech, Sleep Lab, Out-Patient, MOB, Guest Trays)</p>	
8:00 pm	DA Shift Ends.	
	Note: Calorie Counts to be handled per new procedure. When a designated calorie count patient has ordered a meal and the kitchen ticket has been printed, a Tray Ticket (for One Person) will then be printed. This second ticket will be used for collection of actual amounts eaten.	