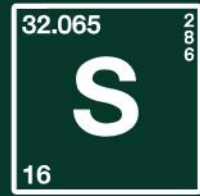


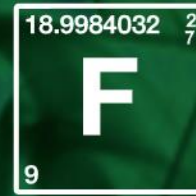
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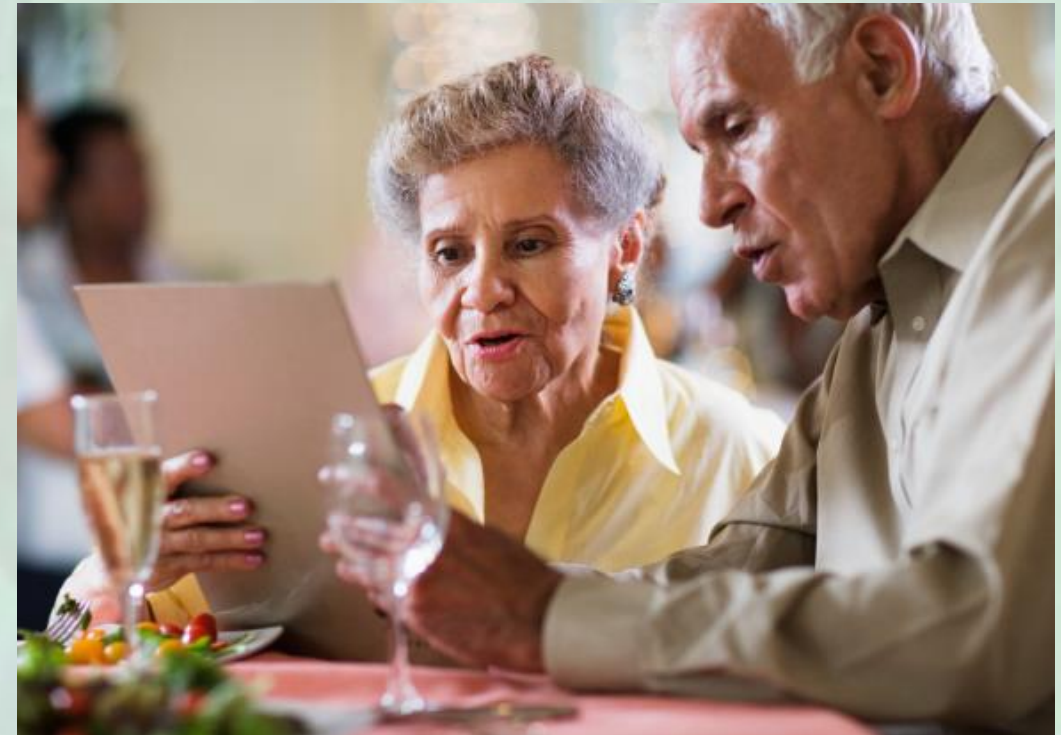
Jaclyn Morgan

02/08/17 • 11:30 am – 12:30 pm



# Away with the Tray – A Makeover for Senior Living Foodservice

- Senior Living Terms
- The Population Landscape
- Policies and Regulations
- The Dining Experience
- Areas of Consideration
- Communication Considerations



# Senior Living Terms

- Long-Term Care (LTC) is now **Senior Living (SL)**
- Skilled Nursing Facility (SNF) is now Skilled Nursing (SN)
- **Assisted Living Community (AL)**
- Independent Living (IL)
- **Memory Care**
- Activities of Daily Living (ADLs)
- **Life Plan Community**
  - Formerly known as Continuing Care Retirement Communities (CCRC)



# Senior Living Terms

## Past

Tour

Patient

Elderly

Bed/Unit

Assisted Living Facility

Long-Term Care

Admission

Discharge



## Future

Visit

Resident

Elders

Apartment/Room/Suite

Assisted Living Community

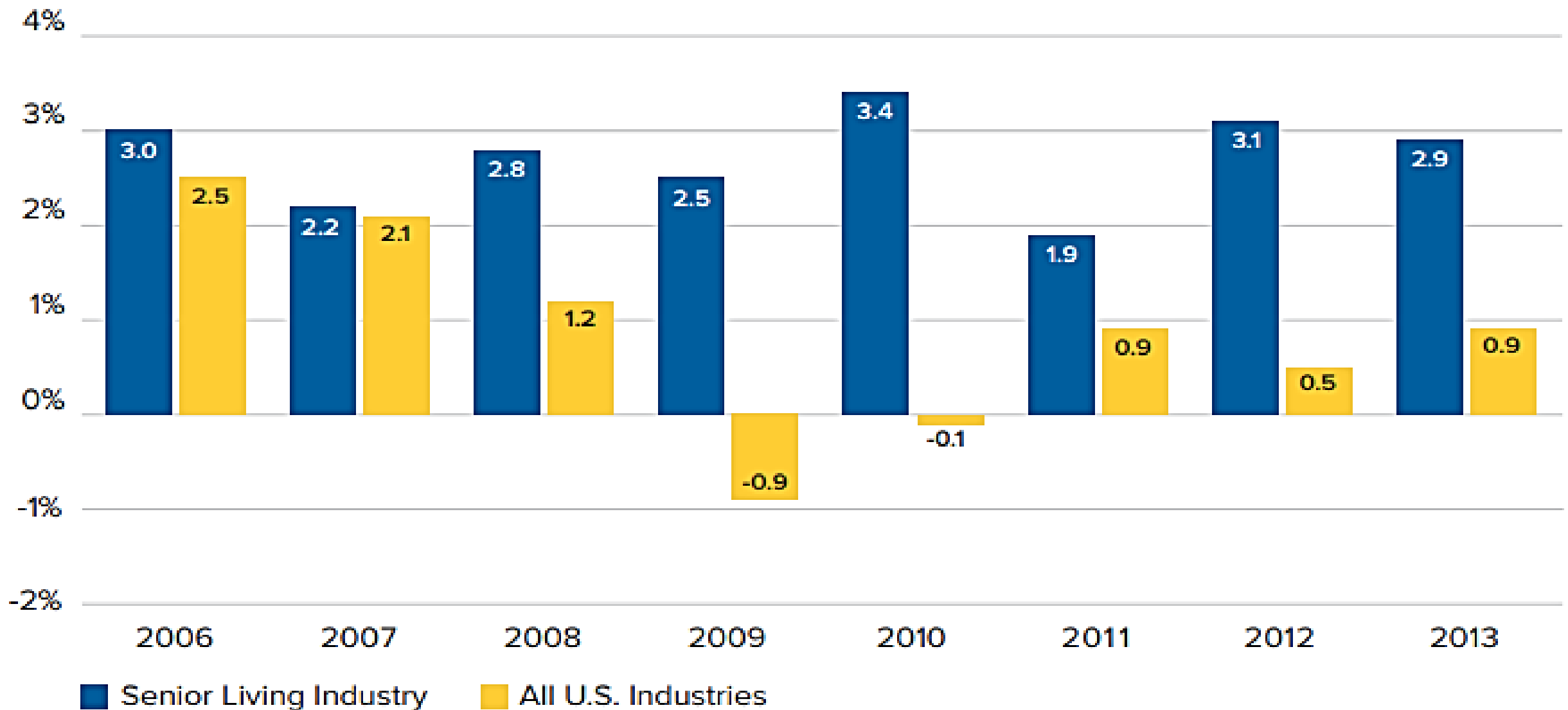
Senior Living

Move In

Move Out

# Annual Growth in the Number of Establishments 2006 to 2013

Continuing Care Retirement Communities and Assisted Living Communities vs. All U.S. Industries

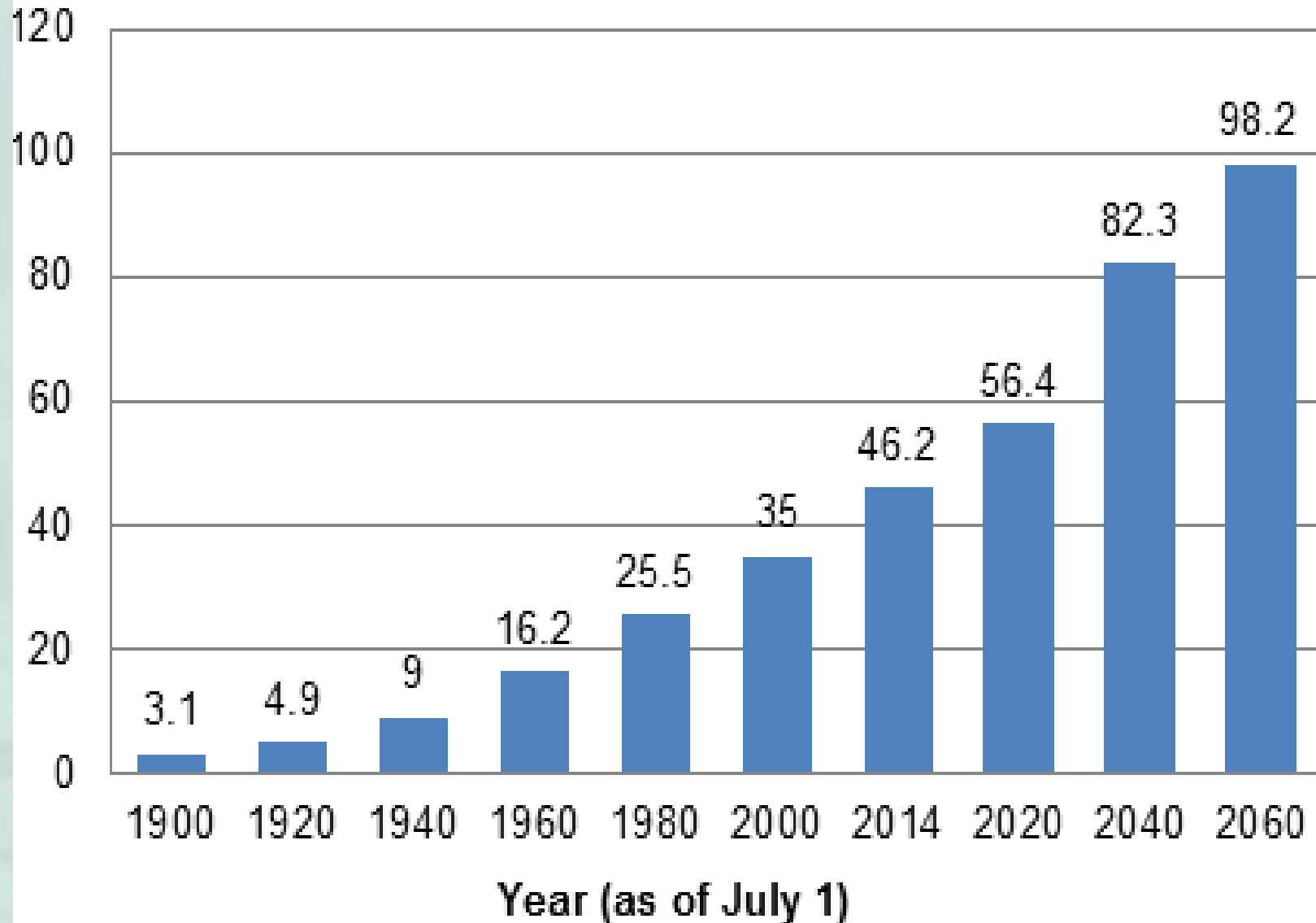


Source: Bureau of Labor Statistics

# The Population Landscape

- For the older population, the biggest increase is expected in the decade from 2020 to 2030,
- The timing of this increase is related to the aging of the baby boom generation.

**Figure 1: Number of Persons 65+, 1900 to 2060 (numbers in millions)**





# 10 YEARS OF RISING ACUITY IN ASSISTED LIVING

Average Age in 2001 <sup>1</sup>	80
Average Age in 2010 <sup>2</sup>	87
Average Length of Stay 2001	36 Months
Average Length of Stay 2010	22 Months

2001 <sup>1</sup>	30%	28%	13%	15%
2010 <sup>2</sup>	45%	34%	17%	23%
	Using a Walker	With Heart Disease	With Diabetes	Using a Wheelchair

Source: NCAL, National Survey of Residential Care Facilities

## RESIDENTIAL CARE COMMUNITIES PROVIDE INCREASINGLY COMPLEX SERVICES

**89%**

provide physical, occupational  
or speech therapy

**89%**

provide hospice care

**76%**

provide skilled nursing services

**89%**

provide disease-specific programs  
for residents with dementia

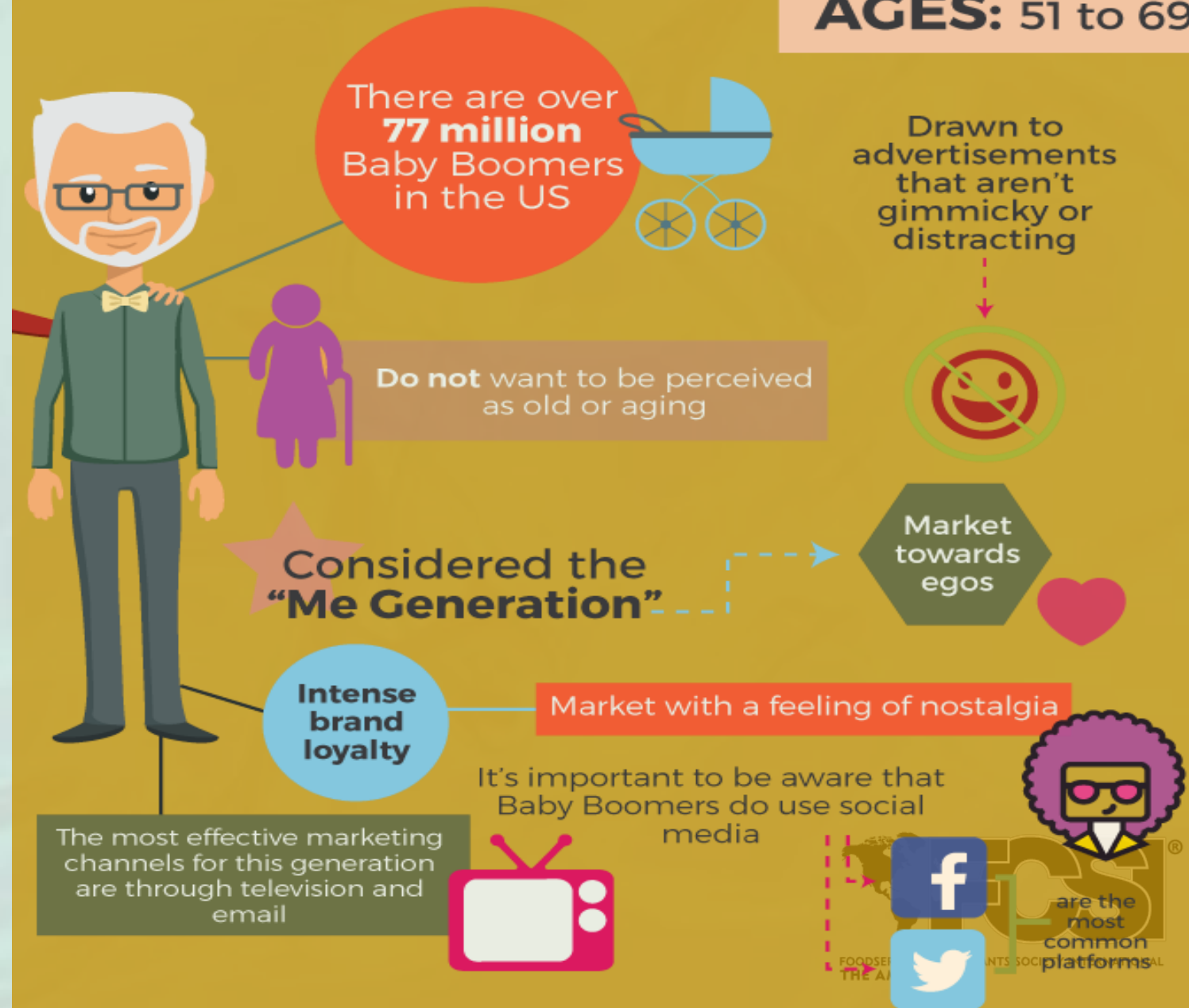
Source: 2012 Centers for Disease Control and National  
Center for Health Statistics study

# The Population Landscape

- Changes in Senior Living are being driven by the Baby Boomer Generation
- Demands:
  - Aging in Place
  - A luxurious life-plan community
  - Active lifestyle
  - Fantastic foods
  - Technologically savvy

# BABY BOOMERS

**AGES:** 51 to 69





# Senior Living in the Past





# Senior Living Now





# Senior Living Now



# Policies and Regulations

- Effects of the Affordable Care Act (ACA)
- CMS – Centers for Medicare and Medicaid Services
- QAPI – Quality Assurance and Performance Improvement
- Medicare, Medicaid benefits and potential expansions and cuts, etc.
  
- Culture Change in Senior Living
  - Two key resources include the Pioneer Network and ANFP
- **Dining Experience**

# The Dining Experience

- Resident Choice
  - More menu selections
  - Longer, less-rigid dining times
  - Options beyond the traditional dining room
- Overall better resident health when options are provided
  - More than nourishment
  - More than managing unintended weight loss



# The Dining Experience

- Resident satisfaction
- Resident satisfaction affects rating of facility
- Marketability of facility
  - Food and lack of unfriendly odors are tied for number one as the reason to choose a facility for loved one or self
- Must be resort and hospitality inspired





# Areas of Consideration

- Residential/Serving Kitchens
- Bars and Happy Hours
- In Room Dining
- Restaurant Style Dining
- Bistros and Cafes
- Buffet Style Dining
- Point of Sale Systems



# Client Base

- REITS as “landlords”
- Operators as “landlords” and hold license
- Government Owned/Managed
  - Sub-acute care or low income; Medicaid funded
- Independent owners or owners with limited number of buildings
- Non-For Profit
  - Mission or religious based organizations

# Residential Kitchens

- Reminiscent of a home kitchen
- Includes a small dining area
- Great for AL and Memory Care
- Started within Memory Care facilities in early 1990s
- Consider accelerated cooking options
- Consider ADA compliant counter heights





# Serving Kitchens

- Proper ventilation for all cooking equipment
- Providing extra space under counters/tables for those in wheelchairs
- Life Safety Codes
  - Potential need for a power lock-out switch
- Consider floor, countertop, anti-glare, minimize distracting patterns
- May need commercial grade refrigerators, dishwashers, and steam tables





# Bars and Happy Hours in Senior Living

- Governed by local regulations
- May or may not need a liquor license
- Need for a POS system





# In Room Dining - Past

- Tray delivery
  - Insulated domes
  - Bases
  - Wax pellets
- All equipment takes up valuable space





# In Room Dining

- Evolution to hospitality-style dining
- Resident choice is part of person-centered care
- In-Room dining **must resemble resort-style room service**



# In Room Dining

- Short Term Rehab importance
- Cart specification
- Cold food cold, hot food hot
- Can be done via hot cart and plated room-side
- Expands resident choice





# Restaurant Style Dining

- Not just three meals a day anymore
- Open dining room hours
  - Many people eat at different times
- Applies to both SN and AL
- Kitchens must reflect menu and dining style





# Buffet Style Dining

- Can be used for lunches, Sunday brunch, even three meals a day
- Need for induction, no open flames, no potential for burns
- Be careful of heat! Steam tables, if used, cannot be hot to the touch
- Self-service is possible in Assisted Living
- Skilled Nursing will need to be full-service to avoid contamination
  - Portion sizes are mandated by code and need to be recorded
  - Think portion control  
Smallwares: loons and ladles



# Bistros and Cafes

- Great way to mix up how, when, and where to eat and drink
- Again, need for POS system, like bars
- Can use self-service refrigerated cases in AL





# Bistros and Cafes

- Full-service refrigerated cases are great to showcase danishes, cookies, etc.
- Coffee brewing systems
- Ice Cream parlors and Popcorn shops have been considered also
- Library are now Internet cafes
- Wellness center/juice bars





# Point of Sale Systems

- Systems like Micros, etc., don't take all information and payment processing into account
  - Resort style won't be the perfect fit
- Need for program to be highly customizable
  - Portion size recording
  - Resident specific menus and diets
  - True PPD cost aligned across the facility





# Communication Considerations

- Get buy-in from all sides
- Engagement happens through multiple people
  - Owners
  - Operators
  - Architects
  - State and local inspectors, including **survey inspectors**
  - Foodservice Director
  - Executive Chef
  - **Registered Dietitian**
  - **POS system that incorporates dietetics and nutrition.**



# Communication Considerations

- Foodservice management companies
- Renovations will need ROI analysis too
  - Baseline vs. top performers in the industry
- Kitchen layouts will transition from bulk production to restaurant style
- **CHALLENGES?**

thank  ou

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