


<b>Name of Policy:</b> Tray Preparation and Delivery <b>Policy Number:</b> 3364-104-305 <b>Approving Officer:</b> Chief Executive Officer <b>Responsible Agent:</b> Food & Nutrition Management <b>Scope:</b> University of Toledo Medical Center, Food & Nutrition Services		 <b>Effective date:</b> <b>Original effective date:</b> 8/2002	
Key words: Tray, Preparation, Meals, Diet Order, Deliver			
	New policy proposal	<u>X</u>	Minor/technical revision of existing policy
	Major revision of existing policy		Reaffirmation of existing policy

(A) Policy statement

It is the policy of the Food and Nutrition Services Department to assemble and pass meal trays that are nutritious, appetizing, palatable, and at appropriate temperature.

(B) Purpose of policy

To identify the process followed to deliver food in a safe, accurate, effective, and timely manner to patients consistent with physician prescribed diets. To specify the system utilized to correctly identify patient meal trays.

(C) Procedure

- (1) Patients may phone meal requests to the call center between 7 A.M. and 7 P.M.
- (2) A diet order must be received prior to meal request being accepted. If a patient does not have a diet order entered into the computer, they are treated as being "NPO." Diet clerks can contact the nurse to prompt them to obtain orders and to communicate back to the patient his care plan and diet order.
- (3) All food/beverage requests are entered into CBORD Room Service Program. Foods/beverages not permitted within the diet order are flagged in red. Explanations and alternatives are offered to the patient; however, the patient may refuse these alternatives. Refer to policy 3364-104-316 *Compliance to Physician Diet Orders*.
- (4) Meal delivery time may be specified. If not specified, delivery time is within an hour.
- (5) Meal tickets print directly to the cook's station where food is prepared on an as needed basis.
- (6) Once hot food and sandwiches are prepared the plate and meal ticket moves to the Expeditor and cold cart staff. Menu items are placed on the tray. Prior to loading, all items are checked against the meal ticket for accuracy.

- (7) For patients unable to make their own selections and for clear liquid, full liquid and pureed diets, meal tickets are printed for house selections. These trays are “batched” and sent in between room service tickets.
- (8) Diet clerks print new diet order reports throughout the meal period. This ensures patients receive meal trays timely.
- (9) Missed meal reports are printed at each meal period. See policy 3364-104-319 *Monitoring of Missed Meal*.
- (10) 6CD, Senior Behavioral Health and Adolescent and Child Psychiatric unit patient meal trays are delivered on a cart at specified mealtimes. Nursing staff are responsible for passing meal trays to the patient. They will also provide snacks as part of their daily scheduled activities.
- (11) FNS Hosts pass trays to all other patients using the following process:
  - (a) Sanitize hands.
  - (b) Check the door and frame for NPO and Isolation signs.
  - (c) If the patient has an NPO sign, verify the order with nursing and return the tray to kitchen.
  - (d) Patients in all isolation rooms, except airborne or droplet plus, may be delivered directly to patient.
    - (i) If unsure of isolation status, verify with nursing.
    - (ii) **If the patient is not in the room, the host will verify the name and birthdate with unit care providers before leaving the tray in the unoccupied room.**
  - (e) Knock lightly on the door before entering and announce, “Room Service.”
  - (f) Use two patient identifiers, (name and birthdate). If the patient is unable to identify themselves, use the wrist band.
  - (g) Place the tray on the over bed table and adjust as needed.
  - (h) Offer to open containers, assist as needed.
  - (i) Sanitize hands.
- (12) Nursing Staff will:
  - (a) Pick up used trays from patient rooms in a timely manner and place them in the tray collection carts for return to kitchen.
  - (b) Record intakes in medical record per hospital policy.
  - (c) Issue nourishment or frozen meals for after hour requests.
  - (d) Deliver trays to patients identified with airborne/droplet plus precautions, and those otherwise denoted as “deliver to nursing station.”
  - (e) If a patient is placed on a Calorie Count, note intake and calculate calorie intake using information recorded on patient menu. Record calorie intake per hospital policy.
- (13) FSW will collect soiled trays from the nursing unit:
  - (a) FNS will pick up carts approximately 1 hour after delivery and throughout meal period.
  - (b) Food Service Workers will check all patient unit pantries for soiled trays before taking tray cart back to the kitchen.
  - (c) Tray carts will be washed.

<p>Approved by:</p>  <hr/> <p>Daniel Barbee Chief Executive Officer</p>  <hr/> <p>Date</p>    <hr/> <p>Joshua Krupinski Director, Food &amp; Nutrition</p>  <hr/> <p>Date</p>    <p><i>Review/Revision Completed by: Director, Food &amp; Nutrition</i></p>	<p><b>Policies Superseded by This Policy:</b></p> <p>Initial effective date: 8/2002</p> <p>All Review/Revision Dates: 6/05 6/2/2008 7/1/2011 7/1/2014 7/1/2017 4/23/2019 5/16/2022</p> <p>Next review date:</p>
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