



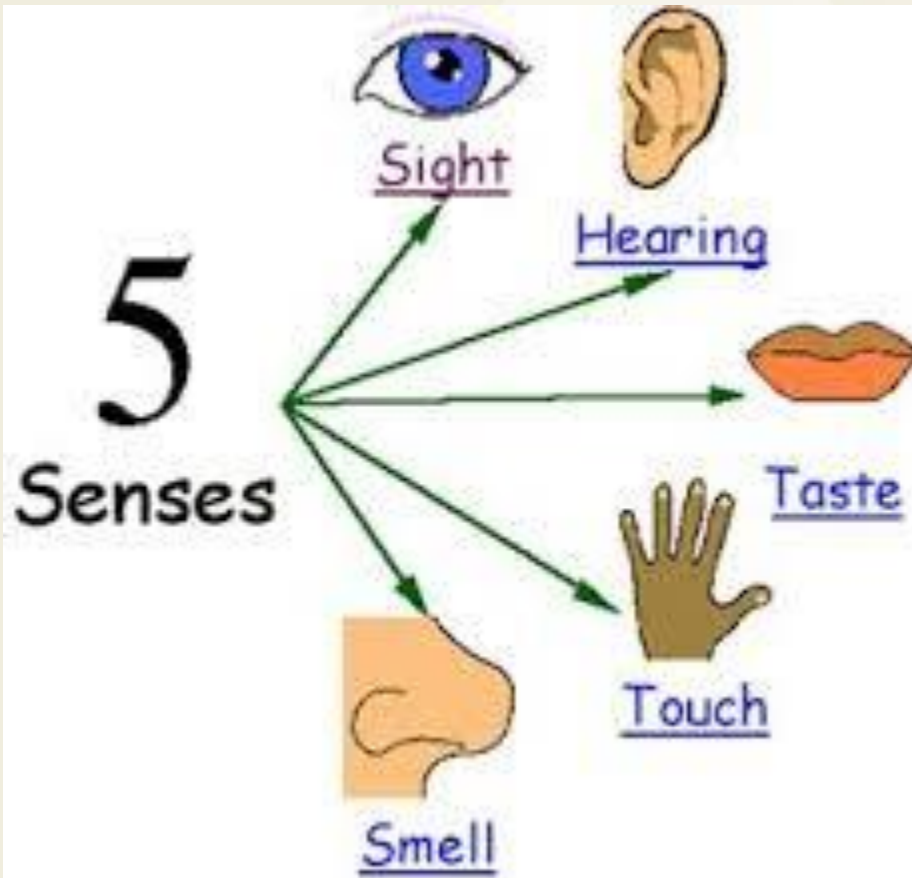
## **SENSORY PATIENT DINING**

### **Presenters:**

**Dan Henroid, Director of Nutrition and Food Services UCSF  
Medical Center**

**Aatul Jain, Executive Chef, Culinary & Nutrition Services,  
Saint Peter's University Hospital, New Brunswick, NJ,**

**Facilitator: Marsha Diamond, MA, RDN**



### Take Aways:

- Identify the satisfiers of meal presentation
- Be able to adopt three sensory strategies to implement today
- Learn how to evaluate if your meal assembly and meal delivery tools/equipment are helping you increase the positive meal service experience



- **Best possible patient experience**
- **Improve HCAHPS & press ganey scores**
  - **Improve social media ratings**
- **Provide “restaurant experience”**

AROMA  
FLAVOR  
TASTE



# PRESENTATION - VISUAL EXPERIENCE



- COLOR: the most impactful eye appeal
- SHAPE: ingredients
- STYLE: arranging ingredients, plate



- Break up the colors
- Enhance the color
- Make it “Glisten”
- Keep the color natural

PRESENTATION

**COLOR**





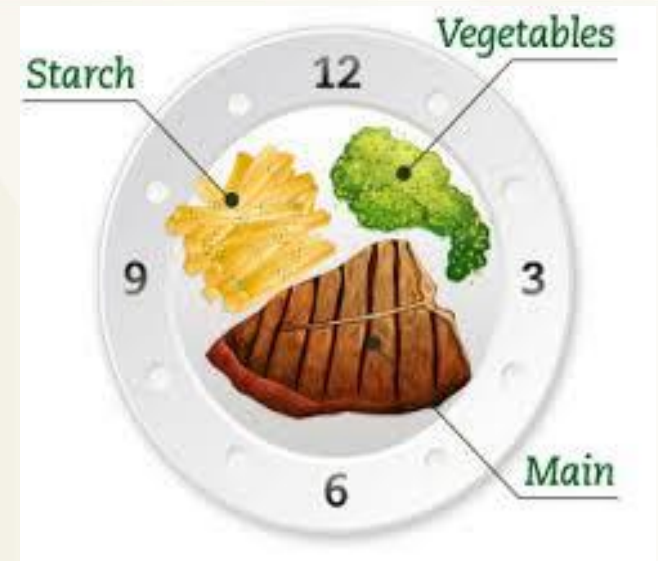
- Vary the cuts of ingredients
- Add textures to the dish

PRESENTATION

**SHAPES**



- Traditional – The Y style of plating
- Modern plating
- Simplicity



## PRESENTATION STYLE





# AROMA STRATEGIES

- Spices
- Herbs
- Cooking Techniques



AROMA

## SPICES & HERBS





AROMA

## COOKING TECHNIQUES



# FLAVOR & TASTE STRATEGIES

- **INGREDIENTS**
- **TECHNIQUES**
- **SKILL / EDUCATION**



FLAVOR & TASTE

**INGREDIENTS**





FLAVOR & TASTE

**TECHNIQUES**

**SKILLS & EDUCATION**





# OUR MEAL





Alluserv<sup>TM</sup>

Elevating Meal Service Experiences

## Plating with PRIDE

Caring about Patient Tray Standards

November 2017

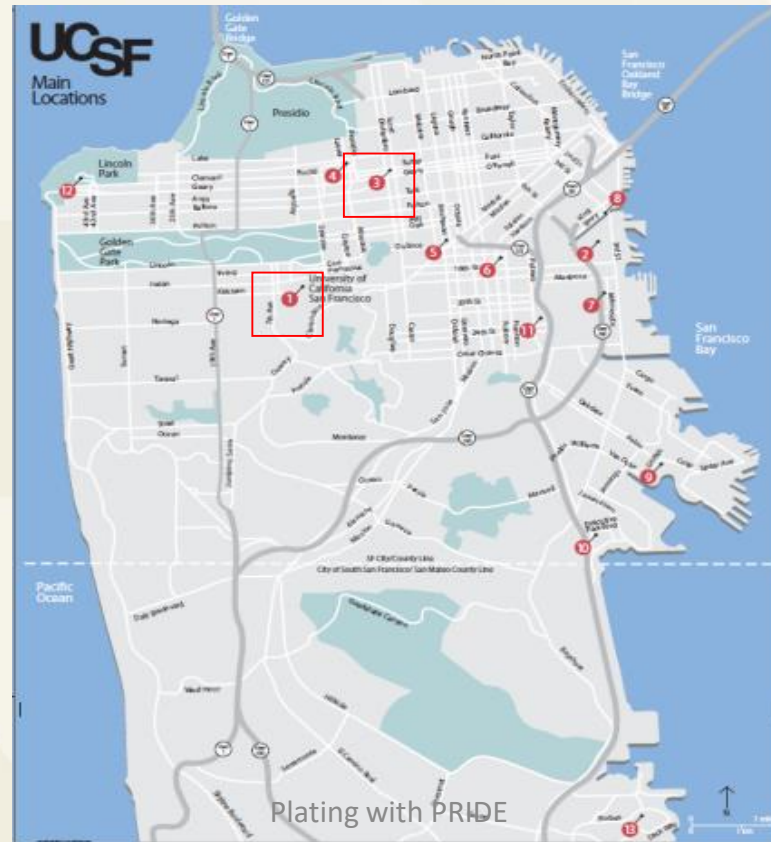


UCSF Health

Nutrition & Food Services

# PLATING GUIDELINES KEEP UP STANDARDS

- UCSF Health Nutrition and Food Services came up with Plating with PRIDE.
- This presentation is an abbreviate version of our training.



# PATIENTS EAT WITH THEIR EYES FIRST

How a food looks tell the patient a lot about the food

People use the way a food looks to judge the food for freshness and quality. When the food is visually appealing to a patient, we accomplish our mission of providing nourishment for the recovery of our patients

Color, shape, size and position of food matters in visual appeal


# MAKE OUR EFFORT MATTER

Did you know?

It takes at least 10 different team members to take the order, put the meal together, and deliver it to the patient

Let's make our effort matter to make every tray look beautiful

# Plating with PRIDE goals

- 
- To serve the patient a beautiful plate and increase patient satisfaction.
  - To give patients more flexibility in ordering.
  - To serve hot food at hot temperatures and cold food at cold temperatures.
  - To use tray space limits to manage the meal order in the diet office.
  - To have clear plating standards for culinary and assembly that make the food look neatly-arranged and of the highest-quality.
  - To have clear tray line standards for serving, expediting, panning, replenishing, and maintaining the line.
  - To get credit for all of the trays we serve.



# VISUAL APPEAL

- Items should be placed with label side up and facing patient when possible
- Casserole dish should be plated on top half of plate furthest away from the patient
- Trays, dishware, utensils, domes, and bases should be clean, dry, and free from splatters or debris
- All food should be wrapped or covered
- Food should not be placed in disposable containers. Every effort should be made to send food on real dishware
  - Unless a patient has an order for a disposable tray or is in the ED/PACU at MB



# TEMPERATURE AWARENESS

- Avoid placing cold items next to hot items to help the food maintain temperature
- If bases are pre-heated, they must be zapped again right before plating
- No bases or domes should be kept under heat lamp
- Plates and casserole dishes must be heated in warmer or oven before plating
  - Ramekins will follow once we have a better solution in place to heat them



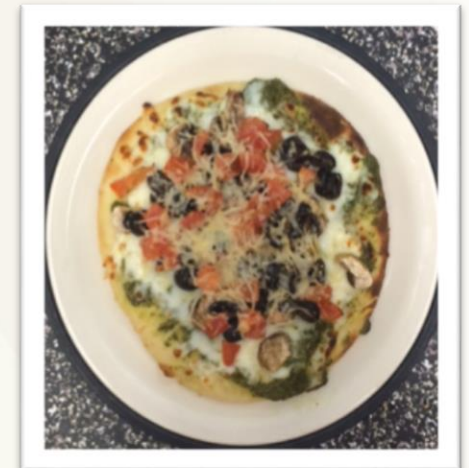
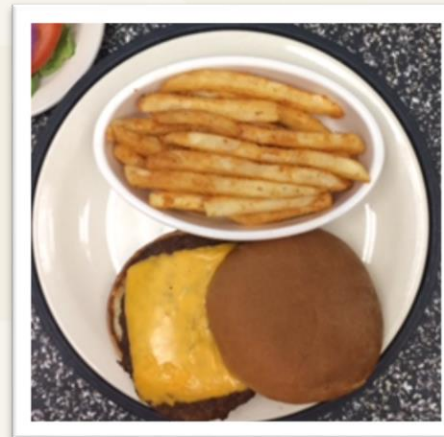
# CULINARY & ASSEMBLY BREAKFAST PLATING STANDARDS

- Bread Triangles:
  - Can go on the main plate if space or can go on a small ceramic plate with doily and saran wrap
- Pancakes:
  - Maximum 4 pancakes per main plate
  - Pancakes should not be spread out with back of ladle to prevent from having too large pancakes
  - Can plate pancakes with other items
- Eggs:
  - All eggs should be plated in ramekin
  - Maximum 2 ramekins per dome
  - If either egg in a hole or pancakes, then only 1 ramekin per 1 dome allowed



# CULINARY & ASSEMBLY HOT PLATING STANDARDS

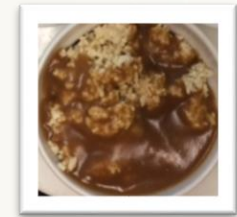
- Tacos:
  - Bean Taco – wrapped in foil with brown sticker
  - Chicken Taco – wrapped in foil with no sticker
- Hot Sandwiches-Burgers:
  - Can only be plated with other **HOT** items (bacon is ok)
  - For burgers (beef, chicken, salmon), plate with bun off to side. Bun should not be on top
- Pizza:
  - Can **NOT** be plated with any other items





# CULINARY & ASSEMBLY HOT PLATING STANDARDS

- Puree and Ground Meats:
  - Puree meats: must be plated on main plate
  - Ground meats: must be plated in ramekin
- Mashed Potatoes:
  - Must be plated on main plate or in 5oz black bowl with lid
  - Should not be plated in ramekin
- Dim Sum:
  - 1 order = 3 dim sum
  - For 1-4 orders (up to 12 dim sum): Plate on main plate



# CULINARY & ASSEMBLY HOT PLATING STANDARDS

## • Pasta:

- For 1 order: Plate in casserole dish
- For 2 orders: Plate on main plate
  - If 2 different pastas and sauces are ordered, put 1 in casserole and other on main plate.
- Maximum 2 orders per main plate
- Mac N' Cheese & Lasagna must always be plated in casserole dish



## • Quesadilla:

- Must be cut into 3 pieces and shingled on plate
- Quesadilla can be plated with other items





# CULINARY & ASSEMBLY COLD PLATING STANDARDS

- Side of Tuna or Egg Salad:
  - Plate in swirl dish with lid only
- Hardboiled Egg:
  - For 1-2 hard boiled eggs: plate in swirl dish with lid
  - 2 hard boiled eggs per swirl dish maximum
- Avocado:
  - Plate on a small ceramic plate with saran wrap
  - Can not be plated with any other items
  - Can plate up to 2 servings on one plate
- Cold Sandwiches:
  - Can only be plated with other **COLD** items
  - Bacon should be placed inside sandwich
  - Should be cut in half and plated facing out



# CULINARY & ASSEMBLY COLD PLATING STANDARDS

- Sides of deli meat:
  - Can go on the main plate if space or can go on a small ceramic plate with saran wrap
  - 4 slices = 1 order or 2 oz. serving
  - Maximum 8 orders per main plate (32 slices)
  - Maximum 2 orders per small plate
  - Can be plated with sliced cheese on same plate



- Sides of sliced cheese:
  - Can go on the main plate if space or can go on a small ceramic plate with saran wrap
  - 1 slice = 1 order
  - Maximum 8 orders per main plate (8 slices)
  - Maximum 2 orders per small plate
  - Can be plated with deli meat on same plate

**\*\*Max 8 item combo cheese and meat on Main Plate\*\***

- Sides of Lettuce, Tomato, Onion
  - For cold sandwiches, can be plated on main plate side plate if not space on main plate.
  - For hot sandwiches-burgers, must be plated on small ceramic plate with saran wrap
  - Maximum 3 per side plate (i.e. LTO, LLT, TTT, TTO...).
  - Maximum 6 per main plate
  - Cannot be plated with cheese and/or meat



# ASSEMBLY PLATING STANDARDS

- Lemon wedge:
  - 1 each: in 2oz soufflé cup with lid
  - 2 or more: in swirl dish with lid
- Oranges or Tangerine:
  - Plate in swirl dish (no lid necessary)
- Banana:
  - Plate on small ceramic plate with doily (no saran wrap necessary)





# ASSEMBLY PLATING STANDARDS

- Salsa, Sour Cream, Guacamole:
  - Plate in soufflé cup with lid
  - Place on tray next to condiment container
- Other Condiments:
  - Place into condiment container with label facing patient
  - Use additional condiment containers as needed
- Cookies (choc chip, oatmeal, snickerdoodle, madeleine):
  - For 1-3 cookies: plate on a small ceramic plate with doily saran wrap
  - 3 cookies per plate maximum



## PLATING STANDARDS: DOMES, RAMEKINS, AND CASSEROLES

- Can have maximum 1 dome per tray
- Can have a maximum of 2 ramekins under 1 dome at a time
  - Exception: If either egg in a hole or pancakes, then only 1 ramekin per dome allowed
- Can have a maximum of 1 casserole under the dome at one time
- Ramekins and casseroles can not be placed on the same plate under 1 dome



# SILVERWARE STANDARDS

- Silverware is placed on right bottom corner of tray
- General Trays:
  - Left → Right: Fork, Knife (blade towards plate), soup spoon, teaspoon
- Exceptions:
  - Only hot beverage: napkin, teaspoon
  - Only Cold Beverage: napkin, straw
  - Only Shake: napkin, straw, teaspoon
  - Only Clear Liquid: napkin, straw, teaspoon, soup spoon
- Send as many straws as there are beverages (i.e. if 3 beverages, then send 3 straws)





# BREAKFAST: LIMIT 4 ITEMS UNDER 1 DOME

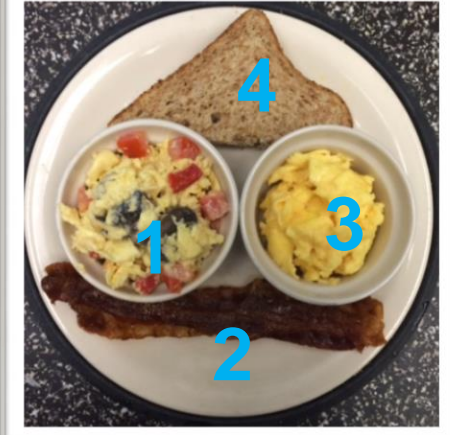
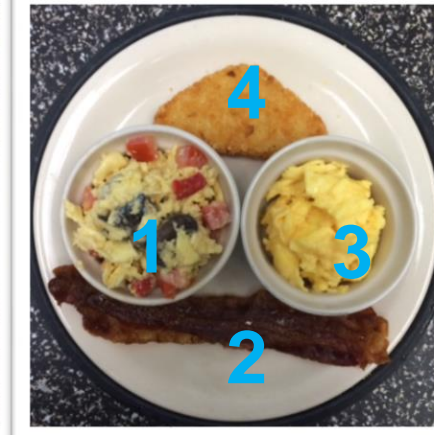
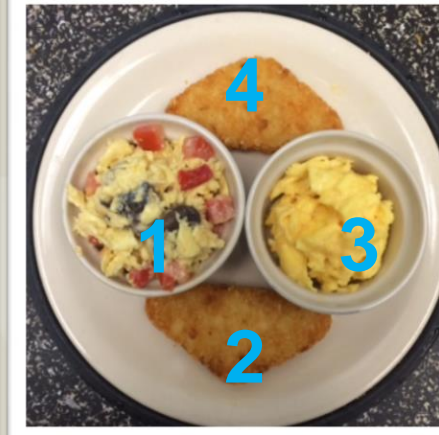
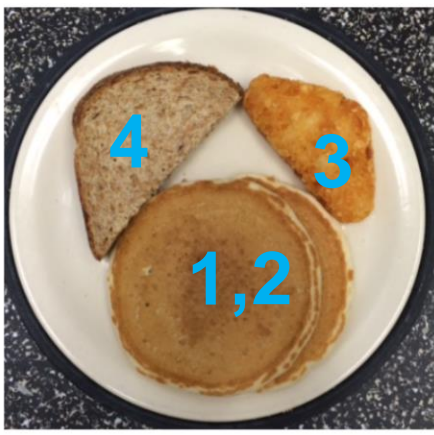
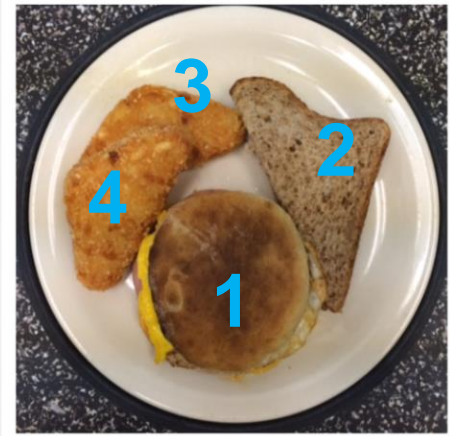
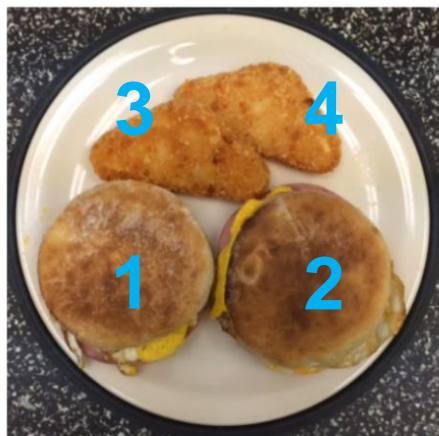
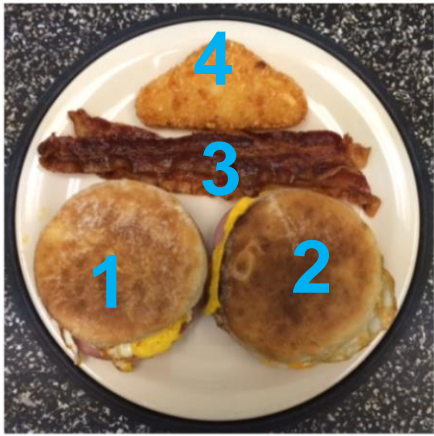
Breakfast - Limit 4 Items Under 1 Dome		R/C
<b>Counts as 1 item</b>		
*	1 serving eggs (scrambled egg, egg beater, veg scramble, cheesy scramble)	R
	1 breakfast sandwich	
	1-2 hashbrown	
	1-4 bacon strips	
*	2 bread triangles	
<b>Counts as 2 items</b>		
	1-4 pancakes	
	1-2 egg in a hole	
* = These items may be plated on the side if the dome is full, they then count as 1 side item		
R/C= plated in a ramekin or casserole		



Plating with PRIDE

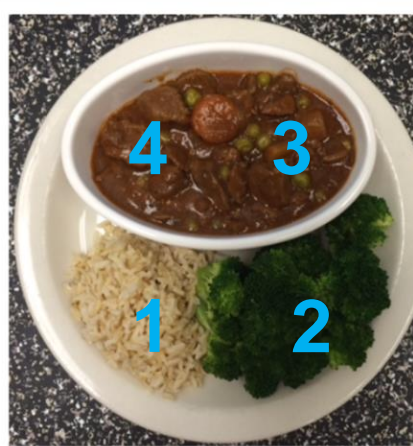
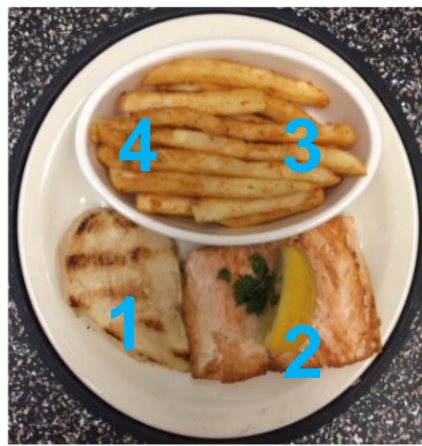
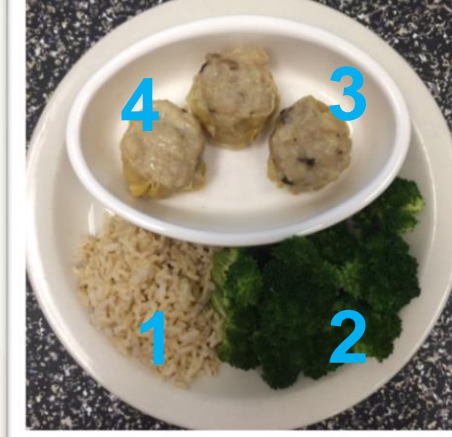
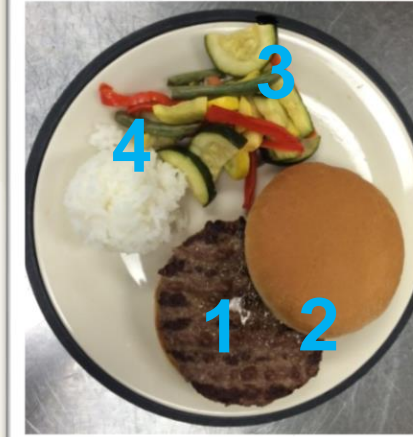


# NO MORE THAN 4 ITEMS UNDER 1 DOME





# NO MORE THAN 4 ITEMS UNDER 1 DOME





# NO MORE THAN 4 ITEMS UNDER 1 DOME



# SIDE ITEMS OUTSIDE THE DOME

These are all considered side items:





# SIDES: LIMIT 6 ITEMS OUTSIDE THE DOME

Side Items - Limit 6 Items Outside The Dome
<b>Counts as 1 side item</b>
1 bowl hot or cold cereals, soup, broth, juk
1-2 hard boiled eggs
1 serving fresh or canned or puree fruit
1 serving yogurt (any flavor) or parfait
1 slice bread, bagel, dinner roll
1/4 or 1/2 avocado
1 order LTO lettuce, tomato, onion (or any combo of 3) - example TTT, LLL, OOO, LLT, TTO etc
1 side salad
1 shake, juice, supplement, milk, hot tea, coffee, hot cocoa, diet soda, gingerale
1-3 cookies (choc chip, oatmeal, snickerdoodle, madeleines)
1 serving cream puffs
1 jello, pudding, ice cream
1 string cheese or cottage cheese
1 uncrustables sandwich
1 bagged snack (chips, annie's crackers, pretzels, popcorn)
1 container almonds or raisins
1 jar baby food
<b>Counts as 2 side items</b>
1 salad (Caesar, Mediterranean, Garden)
1 fruit box (soft or regular)
1 vegetable box
1 bottled water, 1 La Croix, 1 gatorade, 1 iced tea, 1 diet snapple
<b>Condiments do not count as sides. No limits on condiments</b>

# NO MORE THAN 6 SIDE ITEM OUTSIDE THE DOME



## LIMITS PER PATIENT TRAY

Limits per patient tray:

### Main Plate

1 dome

4 items under dome

### Sides

6 sides outside of the dome

- Does not include condiments

Nothing should be stacked on top of each other



# LIMITS PER GUEST TRAY

For \$9, guests will get 1 tray only:

## Main Plate

1 dome

4 items under dome

## Sides

6 sides outside of the dome

- Does not include condiments





# MANAGING MEAL ORDERS IN THE CALL CENTER

- When patient orders more than 1 tray's worth of food, clerk to split into 2 tickets using 2 different meal periods for example, B and B2

- Main Plate

1 dome

4 items under dome

- Sides

6 sides outside of the dome

Does not include condiments

- Patients can order a maximum of 2 trays at one time
- Max 6 trays per day





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**Marsha Diamond, MA, RDN-**

**New Business Development,**

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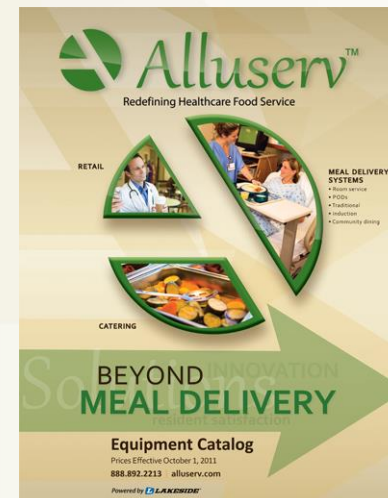
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# THANK YOU

