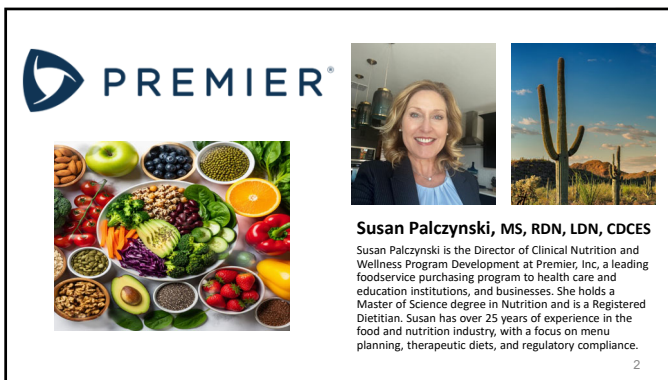
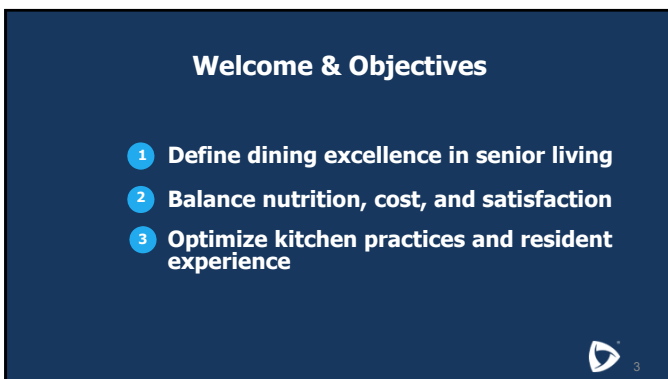




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What does a perfect meal look like for your residents?



Favorite foods
The most cherished dishes, family recipes, or cultural specialties that residents enjoy



Presentation
The way the meal is arranged, plated, and garnished to make it visually appealing



Dining experience
The ambiance, company, and overall setting that makes the meal feel complete



Dietary needs
Accommodating any allergies, restrictions, or preferences to ensure everyone can partake

Encouraging residents to share their vision of a perfect meal can provide valuable insights into their personal preferences and help tailor the dining program to their unique needs and tastes.

▶ 4

4

The Importance of Dining



Resident Satisfaction
Dining is central to residents' quality of life and overall satisfaction



Evolving Expectations
Residents expect fresh, flexible, and flavorful dining experiences



Competitive Advantage
Providers must stay current on dining trends to remain competitive and relevant

Dining is a critical factor in driving resident satisfaction and quality of life. Providers must continuously adapt to evolving expectations and stay ahead of the competition to deliver exceptional dining experiences.

▶ 5

5

The Power of Experiential Dining

Experiential dining experiences can unlock a world of delight for older adults. By leveraging subtle sensory cues like dimmed lighting, soothing music, and thematic presentations, these curated meals can ignite joy, stimulate appetite, and enhance cognitive function.



▶ 6

6

Benefits and Challenges of Experiential Dining

- Improved Satisfaction and Retention**
 Experiential dining experiences can boost resident satisfaction, leading to higher retention rates and a stronger sense of community.
- Staff Training for Consistency**
 Ensuring all staff are well-trained and able to consistently deliver the desired dining experience is crucial for success.
- Attracts New Residents**
 Unique dining options can be a draw for prospective residents, helping to differentiate the community and attract new interest.
- Managing Dietary Needs and Restrictions**
 Accommodating various dietary requirements and restrictions is essential for providing an inclusive and satisfactory dining experience.
- Balancing Cost vs. Quality**
 Implementing experiential dining programs requires careful budgeting to ensure high-quality offerings without significantly increasing costs.



7

Resident Engagement and Satisfaction



8

Top Trends - What Providers Need to Know

- Healthier Options**
 Offer plant-based, low-sodium, and low-calorie alternatives to cater to health-conscious diners.
- Innovation**
 Experiment with new cooking techniques, flavor combinations, and presentation to stand out.
- Focus on Sustainability**
 Implement eco-friendly practices, source local and organic ingredients, and reduce food waste.
- Farm-to-Table & Community Gardens**
 Partner with local farms and promote the use of fresh, seasonal produce.
- Personalized Menus**
 Provide customizable meal options to accommodate dietary restrictions and personal preferences.
- Flexible Dining Times**
 Offer extended hours, grab-and-go options, and multiple seating times to accommodate diverse schedules.



9



Optimizing Nutrition for Aging

Aging bodies need more, not less. More protein. More thought. More personalization. Honor culture. Celebrate the seasons. Reimagine therapeutic diets not as restrictions, but as expressions of care.


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10

Unique Needs of People Ages 60+

- Increased Risk for Chronic Disease**
Aging increases the risk of developing conditions like heart disease, diabetes, and certain types of cancer
- Hydration Challenges**
Older adults are more susceptible to dehydration due to decreased thirst sensation and kidney function
- Muscle Mass Maintenance**
Preserving and building muscle mass becomes more challenging with age, impacting strength and mobility
- Nutrient Priorities**
Nutritional needs shift, with increased requirements for certain nutrients like protein, vitamin D, and calcium
- Changes in Nutrient Absorption**
Nutrient absorption can decrease with age, making it harder to get all the essential vitamins and minerals
- Food Safety Vulnerabilities**
Weakened immune systems make older adults more prone to foodborne illnesses and infections


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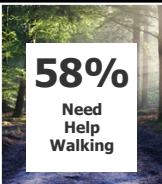
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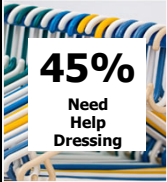
Need Help Bathing

Nearly 1 in 4 residents need assistance with eating, and even more require help with walking, dressing, and bathing. These statistics underscore the importance of designing dining programs that go beyond nutrition - supporting independence, dignity, and quality of care.



58%

Need Help Walking



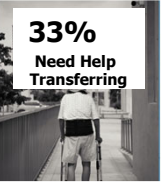
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Need Help Dressing



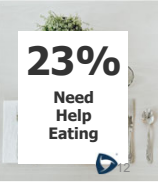
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Need Help Toileting



33%

Need Help Transferring

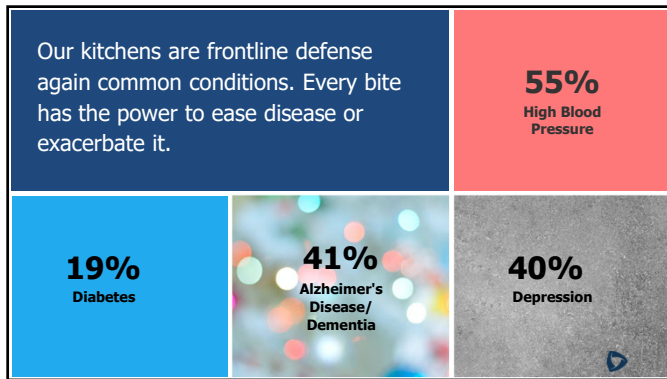


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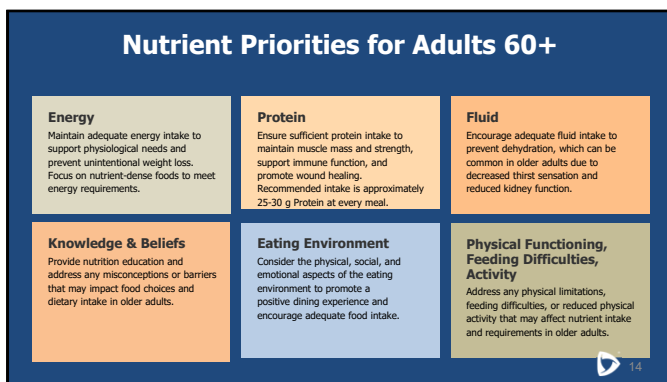
Need Help Eating


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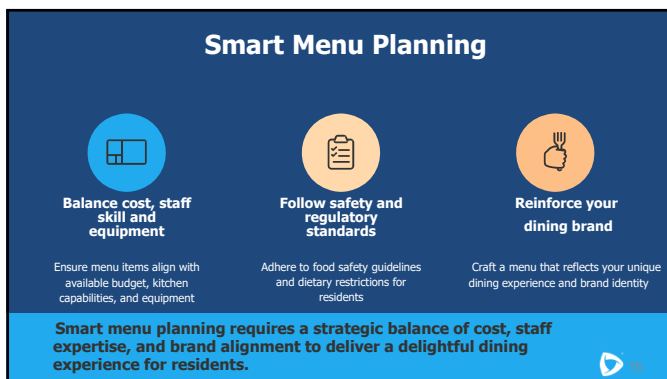
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Menu Design Essentials



Daily Variety

Offer diverse menu options that cater to different preferences and dietary needs



Cultural Sensitivity

Incorporate culturally relevant dishes that celebrate the diversity of the community



Seasonal Ingredients

Use locally sourced, fresh, and seasonal ingredients to enhance flavors and support the local economy

By embracing daily variety, cultural sensitivity, and seasonal ingredients, you can create a menu that resonates with residents, nourishes their bodies, and connects them to their culinary heritage.

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Why Procurement Matters



Food Costs - Top 3 Expense in Senior Living

Procurement plays a critical role in managing one of the highest expenses for senior living communities.



Navigating Inflation, Labor Shortages, and Changing Resident Needs

Effective procurement strategies are essential to adapt to the evolving senior living landscape.



Strategic Savings and Operational Excellence

Procurement is about more than just buying - it's about driving long-term cost savings and operational efficiency.

Procurement is a strategic lever that can help senior living communities thrive in the face of industry challenges.

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What is Procurement?

- **Sourcing**
Identifying and selecting reliable suppliers for goods and services
- **Negotiation**
Securing the best pricing and contract terms for the organization
- **Procurement**
The process of purchasing and managing goods and services

- **Quality Assurance**
Ensuring procured items meet regulatory and nutritional requirements
- **Inventory and Cost Tracking**
Monitoring usage and costs to optimize spending

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The Role of GPOs (Group Purchasing Organizations)

- **Aggregate Purchasing Power**
Combine purchasing power across facilities to negotiate lower prices
- **Pre-Negotiated Contracts**
Access pre-vetted contracts with preferred vendors
- **Streamlined Vendor Access**
Easily connect with approved, compliant vendors
- **Compliance Support**
Receive guidance on dietary, safety, and sustainability requirements
- **Rebates, Reporting, and Contract Optimization**
Leverage data to maximize savings and efficiency

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Three Pressures on Dining



Workforce Instability

Dining departments face turnover near 40%, and labor now consumes over half of operating budgets



Food Cost Pressure

Half of nursing homes spend under \$12 per resident per day for all three meals



Regulatory Scrutiny

Surveyors cite facilities under CMS 42 CFR 483.60 for inadequate staffing, competencies, and diet quality

Workforce, cost, and compliance pressures are converging on the dining department at once - which is exactly why procurement strategy has become a survival skill, not a back-office function.

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Direct & Indirect Cost Savings

Lower Ingredient & Supply Prices Negotiate contract pricing with suppliers to reduce costs of raw materials, packaging, and other supplies.	Reduced Delivery & Freight Costs Optimize transportation routes and consolidate deliveries to minimize expenses associated with product shipments.	Reduced Administrative Burden Streamline invoicing, order processing, and other back-office tasks to decrease labor costs and increase efficiency.
Minimized Waste Use standardized products and better demand forecasting to reduce inventory obsolescence and spoilage.		Time Savings Automate and simplify processes to free up employee time, leading to lower labor costs.

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Reducing Waste, Maximizing Value

Inventory Management	Menu Planning and Forecasting	Trim Waste Reduction	Portion Control	Repurpose and Upcycle
Implement a robust inventory tracking system to monitor stock levels, expiration dates, and usage patterns. This helps minimize waste and ensure efficient procurement.	Carefully plan menus based on projected demand to avoid over-purchasing and optimize menu item usage. Leverage historical data and demand forecasting to improve accuracy.	Train staff on proper food preparation techniques to minimize trim waste. Utilize every part of the ingredient, such as using vegetable scraps for stocks or composting.	Implement standardized portion sizes to prevent over-serving and ensure consistent costs per meal. Educate staff on appropriate serving sizes.	Find creative ways to repurpose leftovers and unused ingredients, such as incorporating them into soups, casseroles, or other dishes. Upcycle food waste into new products like <i>stock or sauce</i> .

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Improving Supply Chain Management

Establish Reliable Vendor Partnerships	Implement e-Procurement	Forecast Purchasing Based on Trends	Diversify Supplier Sources
Build long-term relationships with suppliers to ensure consistent, on-time deliveries and prioritize your business.	Utilize digital procurement platforms to streamline ordering, track inventory, and improve visibility across the supply chain.	Analyze historical data, menu cycles, and census trends to accurately predict demand and proactively order supplies.	Reduce risk of disruptions by having multiple backup suppliers for critical ingredients or materials.

By implementing these strategies, you can build a more resilient and responsive supply chain that mitigates the challenges of inconsistent deliveries, backorders, and product substitutions.

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Enhancing Administrative Efficiency

Digitize Procurement	Inventory Management Tools	Policy Alignment
E-invoicing, online ordering, auto-reorder for staples	Real-time tracking, waste logs, par level alerts	Standard operating procedures = fewer errors and training time

Implementing these strategies can significantly enhance administrative efficiency by streamlining processes, improving visibility, and reducing errors across the organization.

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Procurement as a Strategic Lever

- Efficient procurement = nutritious, appealing meals + cost control
- When foodservice thrives, resident satisfaction and operational outcomes rise

Every dollar saved through procurement is a dollar reinvested into care

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Menu Engineering

Use Cost vs. Popularity Matrix
Analyze your menu items based on their cost and popularity to identify high-profit, high-demand items as well as low-performing, high-cost items.

Remove Low-Demand, High-Cost Items
Eliminate menu items that are expensive to produce but have low customer demand, freeing up resources to focus on more profitable offerings.

Pilot New Dishes with Low Risk
Introduce new menu items gradually, starting with small-scale pilots to gauge customer interest and fine-tune recipes before a full-scale rollout.

Data-Driven Decisions
Use sales data, customer feedback, and cost analysis to inform your menu engineering efforts, ensuring you offer a balanced selection of profitable and nutritious items.

Profit without Compromising Nutrition
Optimize your menu to maximize profitability while maintaining a focus on providing high-quality, nutritious options that meet your customers' evolving dietary needs.

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Best Practices for Savings and Success

- **Quarterly Spend Analysis**
Review and analyze purchasing data with your distributor on a quarterly basis to identify opportunities for cost savings and process improvements.
- **Product Standardization**
Engage dietary and kitchen staff to standardize the product selection, reducing the number of unique items and optimizing inventory management.
- **Procurement Calendar**
Implement a procurement calendar that is linked to your menu planning and resident count, ensuring the right products are ordered at the right time.
- **Key Performance Indicators (KPIs)**
Track critical metrics such as cost per meal, order error rate, product availability, and waste percentage to monitor the effectiveness of your cost-saving initiatives.

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Call to Action and Discussion



Open Discussion

Have you considered trying a new idea at your facility?

Share success stories to learn from each other and apply new ideas for facility improvements.



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Call to Action and Discussion



Open Discussion

What's getting in your way from being successful?

Share success stories to learn from each other and apply new ideas for facility improvements.



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Call to Action and Discussion



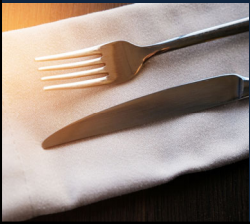
Open Discussion

What's something you tried that worked?

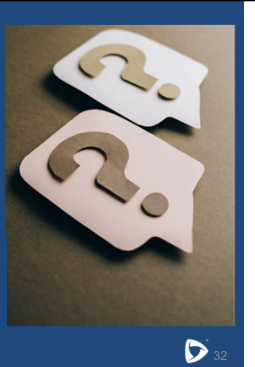
Share success stories to learn from each other and apply new ideas for facility improvements.



30

The Perfect Recipe: Dining Excellence with Nutritious, Cost-Effective, and Memorable Meals	
	By implementing the strategies and approaches discussed, organizations can craft dining programs that strike the perfect balance between nutrition, cost efficiency, and resident satisfaction. This will not only enhance the overall dining experience but also contribute to the well-being and satisfaction of residents.  31

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Thoughts? Questions? What one idea will you try at your facility? Susan Palczynski, MS, RDN, LDN, CDCES Director Clinical Nutrition & Wellness Program Development Premier, Inc. susan_palczynski@premierinc.com	
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