MatrixCare by ResMed

CASE STUDY

Skilled Nursing solution

MealTracker

Premier Rehabilitation found the ultimate solution to nutrition management that helps deliver immediate ROI.

MealTracker checks all the boxes for food management, nutrition tracking, and exceeding resident expectations.

CASE STUDY

Challenges

- Inability to manage food costs and operations across multiple care settings.
- Need for printing tickets in room order (not alphabetically).
- Lack of food preference detail on tickets.

Solution

- MealTracker.
- Separate production sheets per building.
- A flexible ticket printing solution by room or dining location.
- Detailed food preferences on tickets to streamline production needs.

Results

- Improved staff efficiency.
- Improved customer satisfaction.
- Improved quality of food service.

Often overlooked as a key part of resident care, nutrition management involves more than just delivering meals to resident rooms. As Premier Rehabilitation at Maranatha Village discovered the hard way, insufficient nutrition management systems can put a strain on staff, create costly food waste, and decrease resident satisfaction. After leaving MealTracker for a food management feature included in their EHR, this facility quickly realized that "free" isn't always better when food and labor costs accumulate.

MealTracker does so many things that other nutrition management systems don't.

Angela White, Director of Dining, Premier Rehabilitation at Maranatha Village

Basic meal planning came with more challenges than solutions.

Due to budget cuts, they decided to leave MealTracker for a more basic option from their EHR. Unfortunately, the new option lacked features that were vital to keeping the facility operating efficiently for multiple kitchen needs.

"With the other system, my cooks didn't know that I'd need 32 servings of regular meals, one heart healthy, and one mechanical soft at the other building," said Angela White, Director of Dining for Premier Rehabilitation. "It was just all on one production sheet and it didn't separate anything." Almost a year into using this new food management, the kitchen staff decided they could no longer do it. "It was horrible," said White. "About five of us went to the administrator and begged and pleaded to get MealTracker back."

MealTracker simplifies the complexities of nutrition management.

By simplifying the distribution of unit trays, from one end to the other, in separate buildings, MealTracker makes it easier on staff and improves the facility operations. It also ensures meal accuracy for therapeutic diets for menu development, which increases safety and satisfaction, assuring the residents get what they need. "Unlike previous nutrition management systems we've used, MealTracker will not print food items on the ticket for any dislikes or allergies," said White. "So, if you have an allergy to tomatoes, they won't get spaghetti." With less error in distribution, this feature also cuts down on food waste.

I'm just happy with the way the whole system runs. If there are three different buildings, there are three different production sheets. And to us, that's huge.

Angela White, Director of Dining, Premier Rehabilitation at Maranatha Village

Integrated reporting allows users to print intake selection sheets, which is a huge help to nursing. "When I brought up intake sheets after bringing back MealTracker," said White, "the nurses were so excited to have access to that feature again." Other reports include tray cards, snack labels, production sheets, shopping lists, costing analysis, resident profiles, food preference assessments, nutrient analysis, dining orders, emergency diet cards, diet guides, meal counts, and more.

"There are so many things MealTracker does that other nutrition management systems don't," said White. During the COVID-19 pandemic, for example, it's become a difficult time for both staff and residents. "We're on complete lockdown at the moment, and I want to give them what they want," said White. "I can't remember everybody's needs and wants. MealTracker helps me to do that."

Simply put, residents are getting the meals they want—which has improved satisfaction, saved staff time, and reduced food waste. "My staff is looking at the MealTracker tickets going: 'This is too easy,' " said White. These tickets list specific menu items for each client, like 2% milk instead of generally listing it as "beverage." White confirms that now things are running a lot smoother. "Before MealTracker, we were just guessing."

Real-time nutrition updates are a game changer for large facilities with a wide variety of residents. "I can access MealTracker from home," said White, "instead of texting different shifts about new tickets." For something as minor as a resident preferring no gravy on their mashed potatoes—there's no detail too small for MealTracker tickets, which keep every staff member along the resident nutrition journey updated on food preferences.

The resident nutrition system that saves food, time, and cost.

Packed with integrated features like nutritional data, food cost, recipes, menu development, PDPM compliance, mobile capability, SmartSelections, nutrition tracking, and built-in alerts like malnutrition risk and weight loss, and reporting—it's no wonder White and her staff refer to MealTracker as the best system they've ever used. "There's no comparison," she said.

My staff looks at MealTracker tickets saying, 'This is too easy.'

Angela White, Director of Dining, Premier Rehabilitation at Maranatha Village

After leaving MealTracker for a more basic food management system, this facility felt the loss of key features that made their working lives easier. And when they were finally back to using MealTracker, they regained the powerful nutrition tool that allows them to provide better care for their residents.

They can now note diet details automatically upon intake, use actionable preference tools, eliminate dual data entry and manual transcription, access more than 4,000 recipes and free cycle menus (or

build their own), control food costs and waste, help maximize revenue under PDPM with structured diet order details and the PDPM Dietary Report, track weight management, and monitor for malnutrition risk alerts. These features not only streamline the nutrition process for staff, but also exceed resident expectations and improve the quality of care.

"The Kitchen Supervisor who uses MealTracker more than any other staff member," said White, "was dancing down the hallways once we got it back."

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Case study based on client's own data and sources. Results may vary based upon particular circumstances.

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