MEAL SUITE

Case Study: How a CCRC in Maine Uses MealSuite to Reduce Waste, Save Staff Time and Elevate Their Operations

Operational Model

Small home model with 12 satellite kitchens across 6 home area locations. Built for operations of all shapes and sizes, the flexibility of MealSuite's foodservice system has empowered them to deliver personalized meals across multiple levels of care.

Since adopting MealSuite in January 2021, this community has gone through a transformative shift, replacing Excel and paper-based methods with a streamlined, automated system for menu planning and execution.

Food Supplier

US FOODS

MealSuite seamlessly integrates with US Foods, enabling communities to optimize GPO purchasing through product preferences, menu needs, live pricing, and resident data. The system learns buying preferences over time, automating shopping lists.
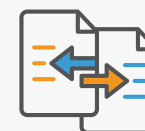
Integrated Technologies Implemented

Core Menu Planning Software

Point of Sale

Tablet Ordering

EHR Integration

Challenge #1:

Food Waste

The paper-based system hindered communication between servers and chefs, leading to guesswork in planning resident-approved menus and resulting in food waste. Staff sought efficiency through automated menu engineering.

Solutions

- **Resident Dietary Profiles** keep a digital record of individual likes, dislikes, allergens & diet orders and integrate with the menu-building software, making personal menu planning easy

- **Forecasting Tools** help optimize US Foods orders based on trends, resident preferences
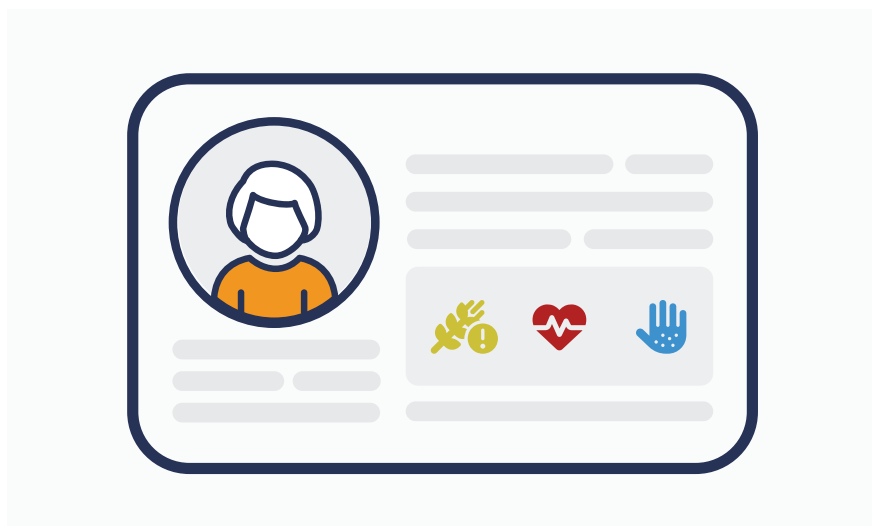
Result:

These solutions not only aid in planning resident-centered, low-waste menus but also save considerable time for increased interaction with residents. The Forecasting Tool is used to determine precise quantities, including planning for leftovers to be used in future meals.

"There's definitely less waste... the chef has a really good idea of what the residents want and the quantities they need."
- Community Chef -

"MealSuite being flexible allows the resident to have a say and impact on what they are served." - Administrator -

Challenge #2:

Inefficient Menu Planning

This community used an Excel-based system managed by one person, which made menu changes a cumbersome process.

Solution:

The Database of Pre-Loaded Menus and Recipes (Including Extensions) are dietitian-approved and easy to customize with just a few clicks

Result:

Streamlined workflows allow chefs to edit menus, seek approval from their RD, and publish changes seamlessly within the system. Easy menu personalization has led to increased resident satisfaction.

MealSuite communities have reported up to 30 hours per week saved on administrative tasks. Saved time means more capacity to put toward:

- ✓ Improving resident care
- ✓ Enhancing staff training and orientation
- ✓ Quality improvement projects and risk management
- ✓ Engaging with residents and families

Challenge #3:

Manual Production Reports

Before technology, the community created production reports manually, which was tying up a lot of time.

Solution:

Production Tools automatically forecast service requirements, so staff know what to make, when to make it and where it's going. Production reports can be printed by area or displayed on a screen in the kitchen.

Result:

MealSuite automates production reports for their planned menus, saving time and enabling instant substitutions. The chefs conveniently access these production reports on a laptop in the kitchen.

Scan the QR code for a demo of MealSuite!