

Department of Clinical Nutrition - Performance Improvement Plan

Kiersten Anderson
UCSD Medical Center Dietetic Internship
Dietetic Intern
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Goal:

To develop an effective protocol for the preparation and distribution of Juven in order to improve patient consumption of this supplement.

Objectives:

1. To increase the percentage of Juven consumed from the present 40-50% to 80%.

Planning:

Clinical RD will guide and supervise intern in writing recipe detailing preparation procedures for Juven, which will be tested for acceptability. The order for the Juven will be added to the AM snacks. The AM snack foodservice worker will prepare all Juven for the day while preparing rest of AM snacks. Prepared Juven will be distributed with AM and PM snacks. The PM snack will be stored in patient refrigerator until distribution. Two Juven will always be prepared for each patient with an order for Juven. (See attached recipe) Diet tech will instruct patient on the change from patient having to mix Juven independently to having the Juven delivered pre-prepared.

Measurement:

Three days after new process is implemented and/or upon patient checkout, the RD (or intern) will ask the patient and the nurse assigned to the patient whether the Juven is being consumed.

Data Collection:

When questioning patient and/or nurse, the RD (or intern) will record whether the supplements are consumed over the previous three days.

Assessment:

Using the data collected in patient visits three days after starting this new process, and/or upon patient checkout, the percentage of Juven consumed will be calculated.

Improvement:

1. **Indicator:** Juven drink is made every day by the AM snack foodservice worker, with two made for each patient assigned to Juven

Collection Method: Clinical manager will participate in initial training, emphasizing importance of this new method. Supervisor will continue in monitoring daily compliance.

Goal: 100% compliance

2. **Indicator:** Juven is delivered in a timely manner every day at AM and PM snack times.

Collection Method: Snack passers will be reviewed on the importance of accuracy and timeliness in their snack-passing. Supervisor will monitor for daily compliance.

Goal: 90% compliance

3. **Indicator:** Juven is consumed twice daily by patients.

Collection Method: Intern will interview patients to determine compliance.

Goal: 80% compliance