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## GREYSTONE HEALTHCARE MANAGEMENT

### Achieving High Marks from Residents and Regulatory Agencies Using SNO

#### ORGANIZATION PROFILE

Greystone Healthcare Management manages 26 nursing home / rehabilitation centers in Florida, Indiana, and Ohio. Greystone is an organization that believes in collaborative thinking. Its leaders leverage the experiences of people at every level in their organization by encouraging brainstorming to develop collective solutions for complex issues. At every facility they have posted the word "Believe" along with the operating principles the word represents: Best Practices, Exceeding Expectations, Leading by Example, Investing in People, Empowering Employees, Valuing our Residents, and Excited about our Future. The success of their practices is reflected in the smiles on their residents' faces.

#### PRODUCT

SNO Dietary Management

#### KEY BENEFITS

- **Menu Variety** – With SNO's 86,000+ meal combinations, the Greystone team likes having many preparation options available to accommodate the huge diversity in resident food preferences and medical meal requirements.
- **Flexibility** – The Greystone team is especially pleased with how easy it is to customize and even add new menu items. In previous systems they've used, they either had to manage all changes manually by handwriting tallies and posting notes for their cooks or had to endure making changes in a cumbersome, complex software system.
- **Easy-to-Use System** – The Greystone team thinks the SNO solution is very easy to navigate and produce daily administrative and management reports when compared with previous systems they have used.
- **Valuable Reports for Validating Regulatory Compliance** – Greystone, like many other healthcare management organizations, has frequent inspections from a variety of agencies. When the Agency for Health Care Administration (AHCA) and Department of Elder Affairs has its Area Agencies on Aging and the Long-term Care Ombudsman Council conduct inspections, the two Greystone facilities in Florida find SNO very valuable for printing off exact menus and meals they have served. They can easily document the exact ingredients used for each meal, without sorting through metal files, paper spreadsheets or recipe cards. They simply print the records from SNO. When necessary they can also print out details on daily caloric content and nutritional values.

#### HOW SNO WORKS FOR THEM

"It's worth a million dollars!" That's what Mario McTier said when asked about the SNO solution. Mario is a Certified Dietary Manager with responsibility for kitchen staffing, food preparation, menus, and the food budget at Greystone's New Horizon Rehabilitation and Healthcare facility. Since having access to the SNO solution online, when planning meals, he has access to thousands of meal combinations and more than 3,000 recipes as well as many menu variations and he has the ability to make custom modifications.

His partner at the facility, Debbie Kidd, who is also a Certified Dietary Manager, agreed. She has responsibility for the clinical side of dietary management, and she made it clear that the New Horizon residents were simply not happy with the meals resulting from the system they previously used. They complained about having cold sandwiches as their only evening option. Now, the SNO solution offers many menu options and gives the dietary managers the flexibility to track and accommodate their residents' likes and dislikes, allergies, required menu and texture restrictions, and special needs such as bowl-less meals, sippy cups and more.

Barbara Dyer, a Certified Dietary Manager, who has been with Greystone's Park Meadows Rehabilitation and Healthcare facility since 2002, had high praise for SNO. With Greystone's operational objective to maintain its track record of continuity in care and excellence in standards across all its facilities, SNO helps to ensure that Greystone's standard of excellence can be actuated at each facility and for all types of residents. Ms. Dyer pointed out that the population in their facilities has changed greatly in recent years. In Park Meadows, as well as other Greystone facilities, there are now many orthopedic recovery cases from motorcycle and car accidents who come for rehabilitative care at the facility, and often these residents are young, in their twenties or thirties, and the taste preferences of the younger residents vary greatly from their elderly residents. The facility needs to accommodate the more youthful residents' requests for spicier, more trendy foods at the same time that they are meeting the desire of many older patients to have more bland, traditional or "comfort" foods. In addition, there is diversity in cultural and ethnic likes and dislikes in the resident population. The SNO solution's large selection of menus, meal combinations, and recipes makes accommodating the preferences of a diverse population much easier. Since many of the orthopedic recovery residents stay for only limited amounts of time, a few months or more, there is more turnover in the resident population and that results in more record-keeping. Without SNO, Ms. Dyer said it would be "very difficult and time-consuming" to keep track of all the residents' dietary requirements and requests.

The bottom line is that dietary management is a very large part of therapeutic care for most nursing home and rehabilitation centers. Greystone, like all nursing homes and rehabilitation centers, must satisfy their residents...*and* the regulatory agencies, such as area councils on aging, long-term care ombudsman councils, and the Veterans' Administration for those facilities caring for veterans. These agencies conduct annual and sometimes more frequent inspections, creating a significant demand on the time of dietary managers. Since agency assessments can impact how each facility is rated and citations can have significant financial implications, regulatory inquiries must be handled professionally and completely. SNO makes this possible by enabling staff to print reports that answer common regulatory questions within minutes. Besides the many medical requirements for restrictive diets, there are the complexities of food ordering, menu planning, meal preparation, food serving and food budgeting for resident communities that must be handled. SNO simplifies these processes by including dietician-created meals, recipes, and caloric and nutritional values. For Greystone, SNO has become the cornerstone of new streamlined dietary management processes at the facilities where it's used.

As Mario McTier said for the group, "We love it! It's a good asset." The net result for New Horizon and Park Meadows is that the residents' satisfaction with their meals has improved, and the Certified Dietary Managers responsible for answering regulatory agency inquiries have found SNO to be priceless in its convenience and accuracy in validating the quality and appropriateness of the meals they serve.