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## VINTAGE ESTATES OF SACRAMENTO

### SNO's Reports "Priceless" for Dietary Management, a Huge Daily Asset

#### FACILITY PROFILE

Vintage Estates of Sacramento is one of four family-owned Vintage Estate facilities located in California that provide 24-hour skilled nursing care and rehabilitation services to their residents. Vintage Estates of Sacramento specializes in Alzheimer's and dementia care.

#### PRODUCT

SNO Dietary Management

#### KEY BENEFITS

- **"Priceless" Reporting for Daily Management & Resident Weight Tracking** – Eliane Poilveze, Dietary Director of Vintage Estates of Sacramento, uses the reports from SNO daily as production guideposts. SNO reports tell her how many regular, diabetic, mechanical and other diets she has daily; her counts for the various beverages to serve; the counts for alternative meals because of allergies or other therapeutic reasons; the counts for adaptive equipment; and much more. She and her Director of Nursing also use SNO's weight-tracking reports to monitor residents' weight changes, for both clinical and compliance purposes.
- **Efficiency** – The SNO Tray Card solution saves Vintage Estates of Sacramento 3 to 4 hours a day, or 1,095 to 1,460 hours per year, in staff time. Vintage Estates of Sacramento's Eliane Poilveze says it takes her at most 10 minutes per day to accomplish the same tasks with SNO. The minimum savings this represents annually is \$7,938.75. That's IF the minimum wage of \$7.25 is the pay-rate for the individual doing that work, and possibly there are times when a person of a higher pay grade is performing the tasks.
- **Regulatory Compliance Support** – The Vintage Estates of Sacramento kitchen team was given no deficiencies or citations in its most recent California state annual survey for regulatory compliance, and the team's Director gave part of the credit for that good report to her SNO solution. She noted that first impressions are critical in these inspections, and the SNO solution contributed to the overall cleanliness and orderliness of the kitchen.
- **Easy to Learn, Even for People Not Computer-Savvy** – The SNO solution is so intuitive that Eliane Poilveze at Vintage Estates of Sacramento was able to figure out how to use all the basic functions on her own by simply "playing with" the solution, and made only a few calls to Customer Support for a couple of small questions. Learning it was a "walk in the park".

#### HOW SNO WORKS FOR THEM

"SNO reports are priceless for a dietary director," said Eliane Poilveze, Dietary Director of Vintage Estates of Sacramento. She explained that she uses the reports in SNO daily to do her job better. The reports help her to manage food production more efficiently and accurately, to always produce the exact right menus for her residents, and to monitor critical health factors of residents, such as weight change. With SNO, both she and her Director of Nursing typically check weight changes of residents both weekly and monthly, and they can print them daily if necessary. They look for significant weight changes like a 5% change per month, 7.5% change over 3 months, and 10% change over 6 months – and they adjust menus to keep their residents healthy and prospering. They also print weight change reports annually to analyze what the weight change trends are for Vintage Estates of Sacramento.

SNO provides Poilveze the counts she needs to know for all aspects of dietary management. As she said, "SNO has every possible report you can possibly imagine for managing resident diets." She has reports listing individual residents' allergies, preferences, dislikes, and therapeutic diet needs. Equally as

important, especially for daily production, the reports give her total counts for particular diet-types – the number of renals, diabetics, low-salts, CCHO diets and more. The reports tell her how many apple juices she needs, how many grapes, oranges, cranberries, waters, coffees, teas, and more. The reports also tell her counts for tube feedings, counts for fluid restriction diets, counts for supplements, and the counts for particular adaptive equipment that she needs for each meal. “Many homes must do all their counts by hand, and that’s very time consuming and often inaccurate. With Sno, it takes minutes and I get accurate counts,” said Poilveze. She can also print reports to show the nutritional value of specific meals.

I wouldn’t want to work without my SNO solution *ever*,” claims Poilveze. A “traumatic” experience in 2009 brought home to her the exceptional convenience and security protection of the SNO solution. She received a phone call at 4:30 in the morning telling her that Vintage Estates of Sacramento had been burglarized. A window had been broken and Poilveze’s computer, a printer, and more than \$5,000 worth of food had been taken. Her first thought was about her residents and their diets. She worried that she would not be able to re-create all the details of their diet restrictions, allergies, likes and dislikes, and texture requirements before breakfast time. As Poilveze said, “When you have more than 100 residents, you simply can not remember everything. It’s not just the individual diets, you must know their supplements and whether their meal is regular, mechanical soft, finger foods, pureed, etc.” One quick call and she discovered to her “huge relief” that all her resident data was stored in a remote, secure data center, and she could access it from any computer in the facility, even from a computer at home, by simply going online and logging into SNO with her password. The experience also underscored for her the safety of her resident data. Knowing that HIPAA regulations extend to all patient information, including patient names and diets, Poilveze was pleased to confirm that this data was safe from the burglars. Since her resident data was not stored on her individual computer but rather on a remote site, she knew that they could not get into those records without the proper user identification code and password.

Besides protecting her resident data in an emergency situation, SNO makes Poilveze’s daily job easier and increases the efficiencies of the Vintage Estates of Sacramento dietary management operation. Poilveze says, “SNO is simply fabulous. It’s a huge asset. It’s accurate, clean, and easy.” Recalling her previous experiences using a traditional plastic tray card system, Poilveze pointed out that the former plastic diet card systems she previously used are very time-consuming, prone to errors, and not perfectly sanitary. After each meal, her staff at a previous facility would need to wash the cards, dry them, sort them by individual resident, and then organize them by table. At Vintage Estates of Sacramento, if she used this type of system, she estimated that it would take 3 hours per day, or one hour per meal, for the cleaning and sorting process, and it would take an additional hour daily to make diet changes and produce new cards, based upon approximately 10 changes per day, a typical change rate. The process for a changed card, or ticket, requires a dietary assistant or manager to produce a new card and also involves manually re-recording the patient’s name, seating location, all their diet restrictions, preferences, and texture requirements – all to execute one dietary change. With SNO, the entire cleaning and sorting process is eliminated with the push of a button to print new diet tickets, or “cards,” for each meal...and it takes Poilveze at “the very most 10 minutes per day” to make changes to 10 diets. That’s a time savings of just under 4 hours per day. As Poilveze said, “It’s a quick fix to make the one change and press the print button.” The printed tickets from SNO are presorted and include all changes made with no manual re-recording of all the likes and dislikes, diet restrictions, and more because those details are stored in the system with the resident’s name, seating location, and other details.

Poilveze’s operational philosophy is “to take one step instead of five whenever you can”. This organizational principle makes for an efficient dietary management operation. She used the example of the storage room, noting that items used every day, such as cookies, should be moved from a top shelf requiring a stool to reach to a bottom shelf for easier access. It’s more organized and efficient, and she commented that the SNO solution works the same way. It enables a kitchen to be more organized, provides instant access to information used every day, and eliminates unproductive, unnecessary components of a task. It’s this kind of efficiency that impressed agents conducting the most recent California state annual survey for regulatory compliance at Vintage Estates of Sacramento and helped the kitchen team to garner a zero-deficiency rating.