



SNO
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WHITE BLOSSOM CARE CENTER

Under Budget by \$72,000 to \$84,000 Annually Since Using SNO

FACILITY PROFILE

White Blossom Care Center is a Plum Healthcare facility. Based in San Marcos, California, Plum Healthcare Group acquires, owns, and operates skilled nursing facilities throughout California and other select west coast markets. The company specializes in acquiring under-performing facilities and turning them around so that patients can receive the highest quality care. White Blossom has 153 beds, one dietician on staff, and 12 full-time food service staff and 2 part-time food service people and is located in San Jose, California.

PRODUCT

SNO Dietary Management

KEY BENEFITS

- **Cost Savings** – White Blossom’s actual food budget costs consistently come in \$6,000 to \$7,000 under budget monthly, according to Food Service Director Virend Prasad. Prasad attributes the savings to the efficiencies that the SNO solution provides him.
- **Elimination of Food Waste** – The goal is to have “nothing left over,” and the SNO makes that a reality for White Blossom by accurately and automatically calculating the amount of food to order based upon the number of diets, menus, and ingredients selected and providing an “Order Guide”. Plus, the recipes in SNO are scaled to match the adjustments for residents’ Likes and Dislikes and Allergies, so there is no or very little overproduction and, therefore, very minimal food waste.
- **Daily Cooks’ Reports** – From a management perspective, White Blossom’s Food Service Director likes the simplicity and effectiveness of posting Meal Plans, Recipes, and Product Lists for each day in the morning on the bulletin board for the cooks.
- **Validation for Regulatory Compliance and Family Questions**– White Blossom is inspected annually and sometimes also asked by the residents’ family members to verify that the food service staff has recorded the appropriate diet restrictions, preferences, allergies, etc. SNO makes answering these questions easy by providing a report that includes the resident’s name along with a time stamp of when the changes were effected.

HOW SNO WORKS FOR THEM

“\$6,000 to \$7,000 under budget per month is what our SNO solution means to us. That’s \$72,000 to \$84,000 per year,” White Blossom Care Center’s Food Service Director Virend Prasad said when asked what the value of SNO is to his food service program.

“What’s more amazing is that we continued to save this much money when we introduced our daily lunch buffet where the residents get two choices of meat, two vegetable options, and several side and dessert choices,” added Prasad. “Our residents love the buffet for the variety they get, and I can do the buffet for them easily with all the money I save with SNO. SNO’s menus, recipes and order guides help me to order the perfect amount of food for the exact types of diets we’re preparing for our residents.”

With 16 years of experience in healthcare, Prasad understands the importance of food quality in creating excellent resident satisfaction. White Blossom's lunch buffet, with china plates instead of plastic containers, is a highlight of the day for many residents. As Prasad says, "It's almost like being in a restaurant with all the choices, and the residents feel really special."

There are many efficiencies that White Blossom experiences with SNO. First, with the SNO solution, they have no expensive hardware or software to maintain on their facility site. Prasad can log on to SNO from any computer to access the system. It resides "in the Internet cloud," as they say. Second, with SNO, they have been able to eliminate their old plastic tray card solution and to eliminate the hours it took daily to clean, dry, and update them. Plus, with the SNO solution tray tickets, they simply press one key to produce new tray tickets for each meal since all the information is stored in SNO. No washing, no replacing of lost cards, which are more expensive and cumbersome to change. With SNO, changes to many resident diets can be made in minutes and new tickets printed off instantly. Third, Prasad has pre-planned menus in SNO and can print recipes, production lists, and order guides in seconds. Prasad posts these reports on his kitchen bulletin board each morning, and kitchen staff can clearly see the plan.

With the extra time he personally saves as the Director of Food Service, Prasad now has more time to walk the floor of the dining room and talk with residents. This time gives him valuable insight into what the residents like. He uses their comments to make custom changes to menus that he can record rapidly in the SNO solution, ensuring that resident recommendations are honored. The net result is a much happier resident population.

On the compliance side of things, SNO enables White Blossom to track all resident food changes, including notations for textures (mechanical, chopped, fluid) as well as diet restrictions, allergies, weight changes for residents, and more. In addition, SNO provides an audit trail of each change, noting the date, change made, and who made it. SNO also includes security features for every field in the system so that patient data is protected according to HIPAA regulations. All these details ensure that White Blossom is complying with state regulations for managing residents' therapeutic diets, and the SNO reporting tools make it easy for White Blossom's Director to validate this compliance with the push of a button, no searching through papers in a filing cabinet or notes scribbled on a pad.

SNO has enabled White Blossom's food management team to achieve facility business objectives by managing food costs and at the same time increase resident satisfaction. Very little food is thrown away at White Blossom and the residents have their daily buffet lunch as well as meals tailored to their diet restrictions and other special needs. What could be better?