

# The Ultimate Dining Experience For Your Residents



***Nabil Hawatmeh, CDM, CFPP  
Executive Director for Food &  
Nutritional Services***

***April 14, 2009***

***Joint Provider/Surveyor Training***



**MEDILODGE**  
OF  
STERLING HEIGHTS

# Why Are We Here?

- Do you want to provide your residents with the utmost quality of life?
- Do you want to see an increase in resident morale?
- Do you want to offer them more independence?
- Do you want to go into work every morning with a feeling of satisfaction?

*If you answered YES to the above questions , you have attended the right session. I will discuss what I have implemented at Medilodge of Sterling Heights.*

# Overview

- Hotel Style Room Service
- Menu Enhancement
- Holiday/Special Event Dining
- Buffet Dining Style
- Customer (Guest) Satisfaction
- Result of Dining Program & Testimonials

# Hotel Style Room Service

- Available 24 hours a day to all residents
  - Added to resident satisfaction allowing night owls to satisfy a sweet tooth or request a midnight snack.
- Wide range of menu options
- Served hotel style



# Standard Set-up





# Breakfast Platter



# Peanut Butter & Jelly



# Grilled Cheese





# Chef Salad



# Fruit Plate



# Soup of the Day





# Hot Cereal





# Dessert of the Day



# Hot & Cold Beverages



# Menu Enhancement

- Homemade cooking versus pre-made meals
- Meal presentation
- Garnishing techniques
- Cost comparison per entrée
- Quality of meal

# Week at a glance menu

| Menu for Week 2   |   | Medilodge of Sterling Heights  |  |  |  |   |   | 7/29/07-8/4/07 |
|---|---|--|--|--|--|---|---|----------------|
|   | Sunday  | Monday   | Tuesday  | Wednesday  | Thursday   | Friday  | Saturday  |                |
| <b>BREAKFAST</b>  | fruit juice<br>choice of cold or hot cereal<br>Fresh Fruit<br>Cheese Omelet<br>Toast<br>Margarine & Jelly<br>milk<br>coffee or tea            | fruit juice<br>choice of cold or hot cereal<br>Hard Boiled Egg<br>Coffee Cake<br>margarine<br>milk<br>coffee or tea                    | fruit juice<br>choice of cold or hot cereal<br>French Toast<br>Bacon<br>Margarine<br>Syruop<br>milk<br>coffee or tea                         | fruit juice<br>choice of cold or hot cereal<br>Citrus Fruit<br>Scrambled Eggs<br>Apple Cinnamon Muffin<br>Margarine<br>milk<br>coffee or tea | fruit juice<br>choice of cold or hot cereal<br>Scrambled Eggs w/Cheese<br>Sausage links<br>Toast<br>Margarine & Jelly<br>milk<br>coffee or tea | fruit juice<br>choice of cold or hot cereal<br>Pancakes<br>Bacon<br>Margarine<br>Syruop<br>milk<br>coffee or tea                              | fruit juice<br>choice of cold or hot cereal<br>Mixed Fruit cup<br>Western Scrambled Eggs<br>Biscuit<br>Margarine & Jelly<br>milk<br>coffee or tea |                |
| type of soup for the day to be made by:<br>puree/product. | available: soup of the day  | Cream of Cauliflower   | Soup of the Day  | Beef Vegetable Soup  | Minestrone Soup  | Chicken Noodle Soup   | available: soup of the day  |                |
| <b>LUNCH</b>  | Glazed Ham<br>Sweet Potatoes<br>Key Largo Vegetables<br>Dinner Roll or Bread<br>Margarine<br>Cupcake<br>Milk<br>Beverage of Choice            | Stuffed Peppers<br>Potatoes O'Brien<br>Vegetable Blend<br>Dinner Roll or Bread<br>Margarine<br>Ice Cream<br>Milk<br>Beverage of Choice | Meatloaf w/Gravy<br>Mashed Potatoes<br>Buttered Corn<br>Dinner Roll or Bread<br>Margarine<br>Peaches<br>milk<br>beverage of choice           | Hot Dog on a Bun<br>Ketchup & Mustard<br>Potato Salad<br>Baked Beans<br>Italian Ice Dessert<br>Milk<br>Beverage of choice                    | Chicken Tenders<br>Dipping Sauce<br>French Fries<br>Coleslaw<br>Dinner Roll or Bread<br>Fruit Cobbler<br>milk<br>beverage of choice            | Chicken Noodle Soup<br>Macaroni & Cheese<br>Vegetable Medley<br>Dinner Roll or Bread<br>Margarine<br>Cake Slice<br>Milk<br>beverage of choice | Polish Sausage<br>w/Caraway Sauerkraut<br>Potatoes O'Brien<br>Dinner Roll or Bread<br>Margarine<br>Pie Slice<br>milk<br>beverage of choice        |                |
| <b>ALTERNATE:</b>   | Chicken Cordon Bleu<br>Mixed Vegetables   | Ravioli w/Alfredo Sauce<br>California Blend Veg  | Tuna Salad Plate   | Hamburger on a Bun<br>Lettuce & Tomato Slice   | Country Style Ham<br>Green Beans w/Pimentos  | Submarine Sandwich<br>Lettuce & Tomato Slices   | Battered Fish<br>Buttered Corn  |                |
| always have:  | available: soup of the day  | available: soup of the day   | available: soup of the day   | available: soup of the day   | available: soup of the day   | available: soup of the day  | available: soup of the day  |                |
| <b>DINNER</b>   | Roast Beef w/Au Jus<br>Red Skin Potatoes<br>Baby Carrots<br>Dinner Roll or Bread<br>Margarine<br>Fruit Quarters<br>milk<br>beverage of choice | Pizza Supreme<br>Tossed Salad w/Dressing<br>Green & Gold Beans<br>Jello<br>Milk<br>beverage of choice                                  | BBQ Chicken<br>Sliced Potatoes w/Onions<br>Green Peas<br>Dinner roll or Bread slice<br>margarine<br>Cake Slice<br>milk<br>beverage of choice | Vegetable Lasagna<br>Stewed Tomatoes<br>dinner roll or bread slice<br>margarine<br>Pudding<br>milk<br>beverage of choice                     | Turkey & Cheese<br>on a Crossiant<br>Potato Chips<br>Three Bean Salad<br>Fresh Fruit<br>milk<br>beverage of choice                             | Beef Stroganoff<br>Egg Noodles<br>Brussel Sprouts<br>Dinner Roll or Bread<br>Margarine<br>Ambrosia<br>milk<br>beverage of choice              | Sloppy Joe on a Bun<br>Broccoli Cuts<br>Potato Salad<br>Cookie<br>milk<br>beverage of choice  |                |
| <b>ALTERNATE:</b>   | Penne w/Roasted<br>Spring Vegetables  | Grilled Ham & Cheese Sand<br>Stewed Tomatoes   | Quiche of the Day<br>Cauliflower & Cheese  | Salisbury Steak<br>w/Mushrooms & Onions  | Shrimp Creole w/Rice   | Stuffed Eggplant  | Cheese Pieroges<br>Peas & Carrots   |                |



# Sample Lunch Menu

- Glazed Ham
- Sweet Potatoes
- Key Largo Vegetables
- Dinner Roll or Bread
  - Margarine
  - Cupcake
- Beverage of Choice

# Before



# After



# Before





# After



# Sample Lunch Menu

- Stuffed Peppers
- Potatoes O'Brien
- Vegetable Blend
- Dinner Roll or Bread
  - Margarine
  - Ice Cream
- Beverage of Choice

# Before



Cost per serving- \$1.07

# After



Cost per serving- \$0.59



# Sample Lunch Menu

- Meatloaf w/Gravy
  - Mashed Potatoes
    - Buttered Corn
- Dinner Roll or Bread
  - Margarine
    - Peaches
- Beverage of Choice

# Before



Cost per serving- \$ 0.54

# After



Cost per serving- \$ 0.38

# Sample Dinner Menu

- Beef Stroganoff
  - Egg Noodles
  - Brussels Sprouts
- Dinner Roll or Bread
  - Margarine
  - Ambrosia
- Beverage of Choice



# Before



# After



# Sample Breakfast Menu

- Choice of Cold Cereal or Hot Cereal
  - Fresh Fruit
  - Cheese Omelet
  - Toast
- Margarine & Jelly
  - Milk & Juice
  - Coffee or Tea

# Before





# After



# Sample Breakfast Menu

- Choice of Cold Cereal or Hot Cereal
  - Pancakes
  - Bacon
- Margarine & Syrup
  - Milk & Juice
  - Coffee or Tea

# Before



# After





# Garnishing with Fruit



# Garnishing with Herbs & Palm Tree



# Garnishing with Cucumbers



# Garnishing with Tomatoes and Basil





# Garnishing with Orange, Kale and Edible Flowers



# Garnishing Sample



# Garnishing Samples



# Holiday/Special Event Dining

- Allow the residents to socialize among themselves and make new friends
- Residents can enjoy live entertainment while having dinner with the people they love
- Encourage residents and families to enjoy each others company
- Create a dining experience that's truly first class



# Valentine Candle Light Dinner 2009































# The Two Love Birds







# Residents/ Volunteers Dinner







# Mother's Day Reception















# Family –A- Fair















# Buffet Dining Style

- Grant the residents greater control over their mealtime choices
- Offer residents different varieties of appetizing, nutritional food choices
- Provide an enjoyable, upscale dining experience
- Contributes significantly to residents' happiness and satisfaction





# Sample Buffet Menu

- Cornflake Chicken
  - Pasta Primavera
- Breaded Pork Chops
  - Lake Perch Fillet
- Yellow Squash
- Vegetable blend of the day
- Garlic Mashed Potatoes
  - Rice
- Scalloped Potatoes
- Cheesy Broccoli Soup
  - Minestrone Soup
- Assorted Rolls w/Margarine
- Tossed Salad w/Choice of Dressing
  - Assorted Cold Salads & Fruit
- Assorted Dessert Cart

# Happy Staff Working on the Buffet





## A buffet table with various food items. On the left, a clear plastic container holds several large, round loaves of bread. Next to it is a bowl of fruit, including a pineapple and some green grapes. In the center, there are several trays of food: a tray of sliced bread, a tray of fruit (including pineapple and orange), and a tray of salad. To the right, there are more trays of food, including a tray of fruit and a tray of salad. In the foreground, there are several clear plastic cups and a stack of white plates.









































# Customer (Guest) Satisfaction

- Combating Negative Stereotypes of Nursing Homes
- Our role to change Image
  - A. Good Customer Service is the lifeblood of any business
  - B. Listen to the Customer/Resident
  - C. Don't make promises unless you will keep them
  - D. Deal with Complaints/ Attend Resident's Council
  - E. Training Staff on importance of Excellent Customer Service
  - F. Go the Extra Mile!

# Result of Dining Program & Testimonials

- Positive response from residents, families and visitors
- Many compliments from state surveyors
- New dining program brought back the glamour of the resident's younger days
- No state citations in the food service department
- Less residents on food acceptance record
- Most Importantly.....**HAPPY RESIDENTS!!!**






June 15, 2007

Nabil Hawatmeh, CDM,CFPP  
Executive Director of Food Services  
Medilodge of Sterling Heights  
14151 E. Fifteen Mile Rd  
Sterling Heights, Michigan 48312


Dear Nabil,

On behalf of Christal Adler and myself, I would like to thank you for taking the time to tour us through your facility when last we visited. Your innovative senior dining ideas are truly inspiring. We were especially impressed with the interaction with the residents before the meal as well as during. Your concepts in displaying fresh foods as decoration make the resident have a pleasant dining experience. It's obvious you have planned out the different stations and meticulously worked your plan into a program that is running very smooth. The timing of the food preparation, as well as the consistency in the people working the dining program is to be admired. This is the kind of food service our health care providers are trying to achieve in the senior living, long term care market place today. I believe you have achieved this goal and provide an example for our industry leaders to follow today. Thank you once again, for your time and enthusiasm that you share for your commitment to senior dining.

Sincerely,



Beth Naber, M.S.,R.D.  
Director of Healthcare  
US Foodservice -Detroit



Christal Adler  
LTC Development Specialist  
U.S. Food Service Detroit



**Good Samaritan Home**  
of Quincy

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April 13, 2007

Mr. Nabil Hawatmeh  
Executive Director of Food Services  
14151 E. Fifteen Mile Rd.  
Sterling Heights, MI 48312

Dear Mr. Hawatmeh:

It was a very good experience when we came to your facility on April 6, 2006 to tour and investigate the manner in which you provide your meal service to your residents. We were very impressed with many of the aspects of your meal service. The 24 hour per day room service we found to be very much an added dimension to complement the rest of the dining services. This is something that we are still looking at providing for our residents here at Good Samaritan Home. The table linens added such a nice look to the dining room and made it feel warmer. The decorations around the serving area also added a nice look and made it more festive. The dessert cart that was taken around to all of the residents at their tables was also a nice touch. We were impressed to see the variety of desserts offered at one meal time.

We appreciated the hospitality of you and all of the staff that we encountered on our visit. It is wonderful to have staff and another Home that is willing to share their ideas with others so that we can all learn from each and as such make life better for all of our residents.

Sincerely,

Sarah Riggs  
Director of Food Services

Judy M. Graham  
Associate Administrator

2130 Harrison • Quincy, IL 62301 • Bus: (217) 223-8717 • Fax: (217) 223-6015

*Your will is a lengthened shadow of yourself...reflecting your love, your faith, your hopes, your aspirations for tomorrow.  
Let your shadow fall on the campus of The Good Samaritan Home.*



In regards to: Facility Tour

Medi-Lodge of Sterling Heights  
14151 15 Mile Road  
Sterling Heights, MI 48312

Dear Nabil,

Thank you for taking the time to provide my Dietary staff with a tour of your facility's unique foodservice operation. We found the visit to be quite an enlightening experience in regards to the upscale dining concept practiced by Medi-Lodge. My team was impressed with the high degree of choice provided to Medi-Lodge's residents by the current cycle menu structure. We found the buffet set-up to be aesthetically appealing (color, flavor, texture, form, shape, size, preparation type, repetition, and temperature) to all of our senses. My team came away from the tour enlivened with ideas to utilize at our own facility.

It is evident that Medi-Lodge is dedicated to innovative foodservice approaches as you continuously improve upon the dining experience for all of your residents. Good luck to you on the implementation of the Dining with Dining Pureed Food Program.

Sincerely,

Amy L. Mayes R.D., MAOM  
Director of Support Services





**gordon food service**

April 19, 2007

Nabil Hawatmeh  
Medilodge of Sterling Heights  
14151 E. Fifteen Mile Road  
Sterling Heights, MI 48312

Dear Nabil;

Thank you so much for the tour of Medilodge of Sterling Heights. Of course, I was most interested in the buffet service in the dining room. If I hadn't walked through the front door, I'd never guess that the dining room was in a LTC facility rather than a fine hotel. Congratulations on being able to pull this off.

Everything from the gracious hostess to the elegant decorations and well garnished food was very impressive. If I ever have to live in a LTC facility, I would like to be at your facility.

I look forward to seeing you again soon for lunch. Thanks again.

Sincerely,

A handwritten signature in black ink that reads "Nancy Geik". The signature is written in a cursive, flowing style.

Nancy Geik, RD  
Non-Commercial Segment Leader  
Gordon Food Service

## Nabil Hawatmeh and MediLodge of Sterling Heights Bring Numerous Dining Choices to Residents

Room service with fine linens, 24-hour food service and numerous buffet choices provide plenty of dining options for residents at MediLodge of Sterling Heights. Allowing residents to have more of a say in what, when and how much they eat has allowed people to feel like they are eating at a fine restaurant. Implementing these options ensured that dining is looked at as an enjoyable event and residents really take pleasure in mealtimes.



This fine dining experience was put into place by Nabil Hawatmeh, executive director of food and nutritional services. He has been involved in food service management for the past 20 years. Hawatmeh built his expertise managing food service in hospitals, restaurants and nursing facilities, and previously operated a banquet and catering business. Using those past experiences, Hawatmeh brought the idea of fine dining to his facility. Hawatmeh is a certified dietary manager, a certified food protection professional, a member of the American Society of Health Care Food Service Administration and president of the Michigan Dietary Manager's Association.

A nominee for HCAM's Hero of Healthcare Award in 2007, Hawatmeh has worked hard to help residents have nutritious and delicious food choices.

## Buffet Service Gives Residents the Power of Choice

A nursing care facility in Michigan finds a new way to give residents greater variety and choice at mealtime.

**M**idkille of Sterling Heights has found a better way to give residents a voice and choice in what they eat at meal times. This 120-bed nursing care facility in Sterling Heights, Mich., provides high quality care in all aspects and in all departments.

Over the past six months Nadia Husamneh, CDM, CFP, food and nutritional services director at Midkille of Sterling Heights and president of Michigan DGA, has implemented a program that has residents lining up and waiting more. The dietary department has begun offering an open buffet that serves a variety of food items at each meal and then families off with 24-hour-a-day room service. They don't wait in line for the acceptable and typical food service in a nursing facility, they wait for the line one level of food service.

The buffet - which offered only breakfast as a trial and now encompasses breakfast, lunch and dinner - started out with only 30-40 residents who wanted to wait in a line to wait for a full buffet to choose their own meal. Word spread fast in nursing facilities, and now they serve up to 120 residents for each meal in one hour and 15 minutes.

Residents line up outside the kitchen and wait patiently until it is their turn to get food and see what garden fresh items. From the buffet they can choose various types and styles of meats and eggs, rice, homemade soups made daily, all sorts of fruits and salads, four-course chicken for a main course, two different vegetables, three types of starches, and a rolling cart featuring a wide variety of desserts. Residents don't get just to choose one aspect of their meal, they get to choose what they want and how much they want. Residents who are not going into line at a early



at 11 minutes ahead of the rest of the line.

"The program got so big that we had to involve all the other departments within the facility to assist us in meeting the needs of our residents," Husamneh says.

"We now have the activities department personnel going around the buffet, clearing used plates such as coffee and fill in for blinks with the residents as they wait, and social services and nursing is involved in giving the residents what they need in the dining room."

Is the resident still in the wait? "At first they complained that they had to wait, then we got the ball rolling and they started playing the activities and games. Now they come early so they can play and get to see the food on the table first."

When residents arrive in the dining room they are greeted by a team of nurses with a friendly smile, are seated, and what is more? Their diet is checked and a ticket is issued to them if they have special needs or they require a food restriction. They are then seated. If needed, the buffet table shows them what is available for them to choose from. They select what and how much they want. "Of course we can also

accommodate the residents with special medical or religious needs, such as the heating impaired in the right ingested," said Husamneh.

When the buffet was being designed and built, particular care was taken to ensure it was easy for the residents to use and choose the items presented. The height and visibility of the buffet was carefully considered so that it was clear to all residents whether walking, using a walker, or getting through the line in a wheelchair - would be able to see the food and the buffet table.

At Midkille of Sterling Heights, the right of choice. Husamneh has assembled a positive and efficient team consisting of an assistant foodservice director who is an executive chef, a production supervisor with many years of experience, a new plant supervisor who is dedicated to learning and developing her skills in a safe and healthy, a supportive clinical staff, effective and efficient dietary staff, and a great cooking staff. The staff with this team has been able to meet the needs of the residents.

"This gives the residents more choice than they would have had if going to the



The buffet at Midkille of Sterling Heights offers four beauty center choices each day: multiple vegetables and starches, two homemade soups made daily, various fruits and salads, and a selection of meats and poultry. Placed above is Nadia Husamneh, CDM, CFP, with the rolling dessert cart.

basic menu which is also available in the family style dining room," Husamneh said. Residents are provided with four main course choices: beef, chicken, and pork, and a selection of meats and poultry. The residents can even choose more than one item if they desire.

"All types of food are being utilized on the buffet. Some items are specially prepared by residents, such as fresh fruit, homemade soups, and fresh breads. We just really like it. We don't carry only the basic menu, we carry a variety of items. And after 11 days of working in a multi-choice kitchen in a dining room under less than optimal conditions, the dietary department stepped back into their accustomed and redesigned kitchen."

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October 2007

## Buffet Gives Residents More Choices

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With a new kitchen and the buffet up and running, the residents are again happy. "With the residents having a choice, our complaints have gone way down to almost none because they are getting what, and how much, of what they want. It is the last aspect of choice that some of our residents really have. They can't always choose what to do or when to do it, but now they can choose what and when to eat," Husamneh said. "It is a real joy to watch a resident's eyes light up when they see all the choices and the wonderful presentation the cooks have taken the time to do."

Comments overheard include, "I love Midkille of Sterling Heights and the staff here. The really love it and look forward to coming in and eating in the dining room." "Of course I'll come out at the buffet. We can get our meal and talk for while." "I have been coming out at the buffet as much as I can. I love it, and now I can get in my room and see what is happening in the kitchen."

Not only does the foodservice department provide great food service, but staff has also developed high quality menus for special events and occasions. The department served a six-course special menu for over 150 people in March's Day. Other recent special events have included American Dinner for a Valentine's Day, a family gathering at Thanksgiving, and a Thanksgiving hard-work and for volunteers and employees. Some of the items prepared and provided by the foodservice department are: pork shrimp cocktail, salad of baby field greens, prepared seafood medallions, stuffed chicken à la Franciscan, and other fancy items and desserts.

Midkille of Sterling Heights was one of the first to implement the foodservice department. Previously, the dietary department was a separate unit. The department has made food service available after hours. In effect, food service is available in some form 24 hours a day. The foodservice department has developed a limited menu which is offered after 9 p.m. with



Hotel-style room service is available 24 hours a day. Dietary service at the resident's meal table 20 minutes or a whole team dropped into with the dishes prepared and elegantly presented.

continuous service until 8 a.m. If a resident gets hungry in the middle of the night they can have their meal's side served the kitchen and place an order for room service. A dietary staff member will take the order, verify the dietary restrictions and/or allergies, prepare it, and then promptly deliver the order to the room within 20 minutes or a whole team dropped into, with the dishes prepared and elegantly presented just as you would get in a five-star hotel.

"This is the new service that residents have been waiting for," Husamneh says. "Many times a resident would wake up hungry and they were forced to eat what was available at the nurses' station or what was easy for us to take to prepare. Now they have real choices - ones that will satisfy their needs and their cravings."

In developing the menu, foodservice department personnel questioned residents about what they wanted when they got hungry in the middle of the night. They then built the menu to include many of those items. The menu-offers a diverse selection including breakfast items, soups, salads, sandwiches, and desserts.

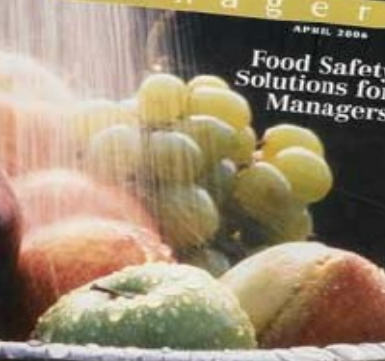
Reviewing all the changes that Midkille of Sterling Heights has made,


# DIETARY

manager

APRIL 2008

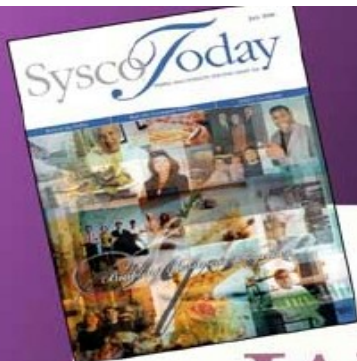
## Food Safety Solutions for Managers





Solutions for Healthcare Foodservice Professionals





customersfirst



# Walking

## A FINE (BUFFET) LINE



Executive Director of Food and Nutritional Services Nabil Hawatmeh, CDM, CFPP, and Assistant Dietary Manager Larry Swells

MediLodge of Sterling Heights  
Sterling Heights, MI

[www.medilodgeofsterlingheights.com](http://www.medilodgeofsterlingheights.com)

He believes the golden years are as precious as the commodity for which they are named—and works hard to make sure the food served at MediLodge of Sterling Heights, an upscale nursing home in southeast Michigan, reflects that belief. “We want to bring back the glamour of the residents’ younger days,” says Executive Director of Food and Nutritional Services Nabil Hawatmeh, CDM, CFPP. So when he joined the MediLodge staff five years ago, he set about revolutionizing what—and how—meals were served.

Effecting a transition from the operation’s former limited-option menu to a vast, comprehensive buffet, Hawatmeh helped ensure the residents’ complete culinary satisfaction. “They love the choice,” he says,

adding that his favorite thing to hear from residents is that the food “tastes like home.”

Stylish buffet service isn’t all Hawatmeh’s kitchen offers residents. Elegant room service is also readily available, complete with silver trays and crisp linens. The decision to keep the kitchen open 24 hours a day has added to resident satisfaction, allowing night owls to satisfy a sweet tooth or request a midnight snack.

But whether residents are enjoying beef tenderloin or a grilled cheese sandwich, Hawatmeh works hard to ensure each dish is outstanding. “I want every meal to be the best one a resident has ever had,” he says. “I want it to be remarkable.”

- **Thank you for attending!**  
**Any questions???**

# Contact Information:

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