


Dodging Dining Deficiencies

A Leader's Guide to Common Citations & Solutions

Jennifer Parham, RDN, LD
Corporate Dietitian – Healthcare Division



3

F-tags Related to Food & Nutrition

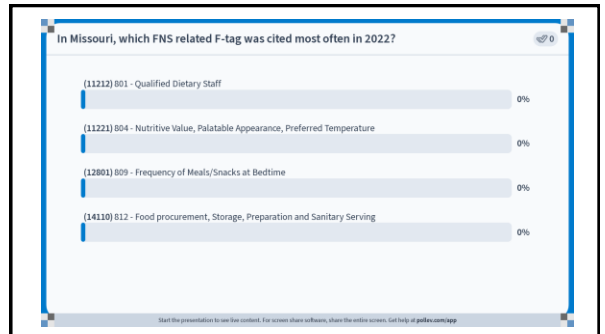
- F800 Provided diet needs of each resident
- F801 Qualified dietary staff
- F802 Sufficient dietary support personnel
- F803 Menus meet resident need and are prepared in advance
- F804 Nutritive Value, palatable appearance, and preferred temperature
- F805 Food offered in a form to meet individual needs
- F806 Resident allergies, preferences and substitutions

4

F-tags Related to Food & Nutrition

- F807 Drinks available to meet needs, preference and hydration
- F808 Therapeutic diet prescribed by physician
- F809 Frequency of meals and snacks at bedtime
- F810 Assistive devices – eating equipment and utensils
- F811 Feeding assistant training, supervision and residents
- F812 Food procurement, storage, preparation and sanitary serving
- F813 Personal food policy
- F814 Proper disposal of garbage and refuse

5



6

Missouri 2022 – QCOR Report

Citation Frequency Report					
State	Tag #	Tag Description	# Citations	% Providers Cited	% Surveys Cited
Totals represent the # of providers and surveys that meet the selection criteria specified above.			Missouri Active Providers=518	Total Number of Surveys=4418	
	E0884	Reporting - National Health Safety Network	838	26.7%	18.7%
	E0669	Free of Accident Hazards/Supervision/Devices	208	28.0%	4.7%
	E0880	Infection Prevention & Control	163	25.7%	3.7%
	E0814	Food Procurement, Store/Prepare/Serve Sanitary	154	26.6%	3.5%
	E0636	Services Provided Meet Professional Standards	145	18.7%	3.3%
	E0677	ADL Care Provided for Dependent Residents	141	18.1%	3.2%
	E0330	Sprinkler System - Maintenance and Testing	138	25.7%	3.1%
	E0284	Safe/Clean/Comfortable/Homelike Environment	113	15.8%	2.6%

7

Oklahoma 2022 – QCOR Report

Citation Frequency Report					
State	Tag #	Tag Description	# Citations	% Providers Cited	% Surveys Cited
Totals represent the # of providers and surveys that meet the selection criteria specified above.			Oklahoma Active Providers=299	Total Number of Surveys=1143	
	E0884	Reporting - National Health Safety Network	438	31.8%	28.2%
	E0321	Hazardous Areas - Enclosure	102	33.8%	8.9%
	E0677	ADL Care Provided for Dependent Residents	97	18.7%	8.5%
	E0880	Infection Prevention & Control	93	21.4%	8.1%
	E0684	Quality of Care	73	20.1%	6.4%
	E0814	Food Procurement, Store/Prepare/Serve Sanitary	68	20.1%	5.9%
	E0669	Free of Accident Hazards/Supervision/Devices	65	17.4%	5.7%
	E0726	Pharmacy Service/Procedures/Pharmacist/Records	64	13.0%	5.6%

8

QCOR – Quality, Certification and Oversight Reports



https://qcor.cms.gov/nh_wizard.jsp?which=0&report=report241.jsp

9

F801 – Qualified Dietary Staff

A Certified Dietary Manager or...

A Certified Food Service Manager or...

Has similar national certification for food service management and safety for a national certifying body or...

Has an associates' or high degree in food service management or in hospitality, if the course study includes food service or restaurant management, from an accredited institution of higher learning or...

10

Updated Qualifications

Has 2 or more years of experience in the position of director of food and nutrition services in a nursing facility setting and has completed a course of food safety and management, by no later than October 1, 2023 that includes topics integral to managing dietary operations including, but not limited to, foodborne illness, sanitation procedures, and food purchasing/receiving and...In States that have established standards for food service managers or dietary managers, meets State requirements for food service managers or dietary managers AND

Receives frequently scheduled consultations from a qualified dietitian or clinically qualified nutrition professional

11

804 – Nutritive Value, Appearance, Palatable, Temperature

- Cited 7.6% nationally

- Examples include:

- Food not being served at the proper temperature
- Unpalatable or unappetizing food
- Pureed foods ill-prepared

12

F803 – Menus Meet Resident Needs/Prep in Advance/Followed

Cited 5.9% nationally

Examples include:

- Not following the menu
- Not following the recipes
- Improper portion or scoop sizes
- Puree diet does not receive the same
- Foods as a regular consistency diet

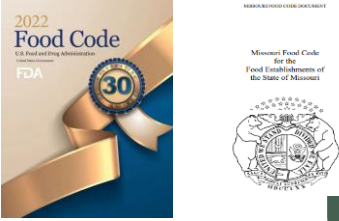
13

Other F-tags

- F550 Resident's Rights
- F636 Comprehensive Assessments
- F656 Comprehensive Care Plans
- F686 Skin integrity
- F692 Nutrition/Hydration Status Maintenance
- F693 Tube Feeding Management/Restore Eating Skills
- F867 Quality Assurance and Performance Improvement (QAPI) Program
- F948 Training for Feeding Assistants

14

Who Makes the Rules?



The image shows two documents. On the left is the cover of the '2022 Food Code' published by the FDA, featuring a gold ribbon and a '30' anniversary seal. On the right is the 'Missouri Food Code for the Food Establishments of the State of Missouri', which includes the state seal and the text 'MISSOURI FOOD CODE'.

15

F812

Food Procurement, Storage, Preparation and Sanitary Serving



16

Storage - Breaking it Down

1	2	3	4
Inspect	Dry Storage	Cold Storage	Thawing

17

Dry Storage




- Away from walls / 6" off floor
- Clean shelving / floor
- Airtight bags / containers
- Labeled if not in original container
- Evidence of FIFO in practice
- Free of pests / rodents




18

What's wrong with this picture?



19



20

Cold Storage

Ready-to-Eat Foods (Top Shelf)

Lowest Internal Cooking Temperature

135 F Beans, grains

145 F Whole Muscle Meats / Eggs that will be served immediately

155 F Ground, injected, marinated or tenderized meats / eggs that will be hot held

165 F All poultry, stuffings and dishes made with previously cooked foods (casseroles)

Highest Internal Cooking Temperature

21

Thawing Methods

- IN THE FRIDGE
- SUBMERGED WITH RUNNING WATER
- AS PART OF COOKING PROCESS
- MICROWAVE

22

Kitchen Visit To Do List

- Look in cold and dry storage – what do you see?
- Check for proper placement of cold foods
- Is EVERYTHING labeled and dated?

23

Safe Preparation – Breaking it Down

5	6	7	8	9
Contaminants	PHF/ TCS	Cooking	Cooling	Reheating

24

Which Foods are PHF / TCS?

Milk & Dairy Products	Baked Potatoes	Meats	Heat Treated Plant Foods
Unpasteurized Shell Eggs	Cut Produce	Tofu or Other Soy	Bean Sprouts

25

Cooking – Internal Temperatures

- Poultry – 165 degrees F
- Stuffed foods – 165 degrees F
- Ground meat or fish – 155 degrees F or more
- Fish and non-ground meats – 145 degrees F
- Fresh, frozen or canned fruits/vegetables – 135 degrees F or more for hot holding
- Eggs held for service – 155 degrees F or more
- Unpasteurized eggs – These must be cooked completely, regardless of resident requests for undercooked eggs. These may only be prepared using pasteurized eggs.

26

Cool Food in Two Stages

Temperature Danger Zone = 41°F - 135°F

135°-70°F
In 2 hours or less
Chambre de 2 heures à maximum

70°-41°F
In 4 hours or less
Chambre de 4 heures à maximum

StateFoodSafety

Pathogens on food can grow well within this range And cause a foodborne illness.

27

Best Cooling Methods

- Reduce the size of the food item
- Ice Water bath
- Stir with ice paddle
- Adding ice to food

28

Didn't Cool Down Fast Enough?

- Cook the food
- Try again - reheat to 165° F
- Throw it away!

29

Kitchen Visit To Do List

- Check cold storage temperature logs
- Ask to see food temperature logs - cooked & holding
- Check thermometers (storage and food service)

30

Cleaning / Sanitizing - Breaking it Down

10	11	12	13	14
Equipment	Washing & Sanitizing	Safe Serving	Personal Hygiene	

31

Equipment - Mobile & Fixed

32



33



34



35



36



37



38

Be Prepared – Be Ready!

ServSafe Food Protection
Manager Certification Training & Exam

October 5th – Jefferson City

- Certification is nationally recognized
- Certification valid for 5 years from exam date
- Master:
 - Sanitation
 - Food flow through operation
 - Sanitary facilities & pest management

Email jparham@gravesfoods.com to register
Mention Code: JPMCHA23

Deadline to Register is 9/15/23



ServSafe
National Restaurant Association
Minimize Risk
Maximize Protection

39



Thank you

Jennifer Parham, RDN, LD
jparham@gravesfoods.com
Cell: 918-430-4538

40