



# Dodging Dining Deficiencies

A Leader's Guide to Common Citations & Solutions



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# 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



# F-tags Related to Food & Nutrition

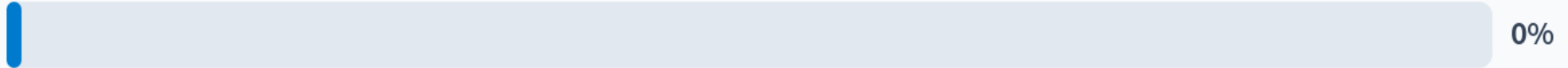
- F807 Drinks available to meet needs, preference and hydration
- F808 Therapeutic diet prescribed by physician
- F809 Frequency of meals and snacks at bedtime
- F810 Assistive devices – eating equipment and utensils
- F811 Feeding assistant training, supervision and residents
- F812 Food procurement,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



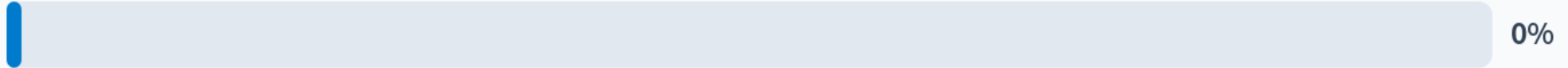
## In Missouri, which FNS related F-tag was cited most often in 2022?



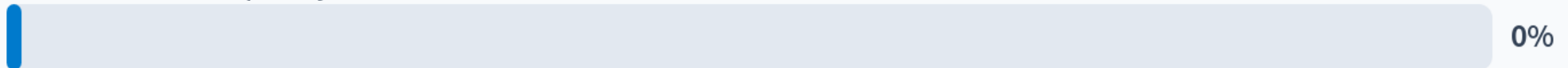
(11212) 801 - Qualified Dietary Staff



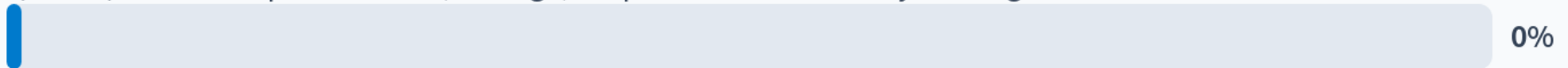
(11221) 804 - Nutritive Value, Palatable Appearance, Preferred Temperature



(12801) 809 - Frequency of Meals/Snacks at Bedtime



(14110) 812 - Food procurement, Storage, Preparation and Sanitary Serving



# Missouri 2022 – QCOR Report

## Citation Frequency Report

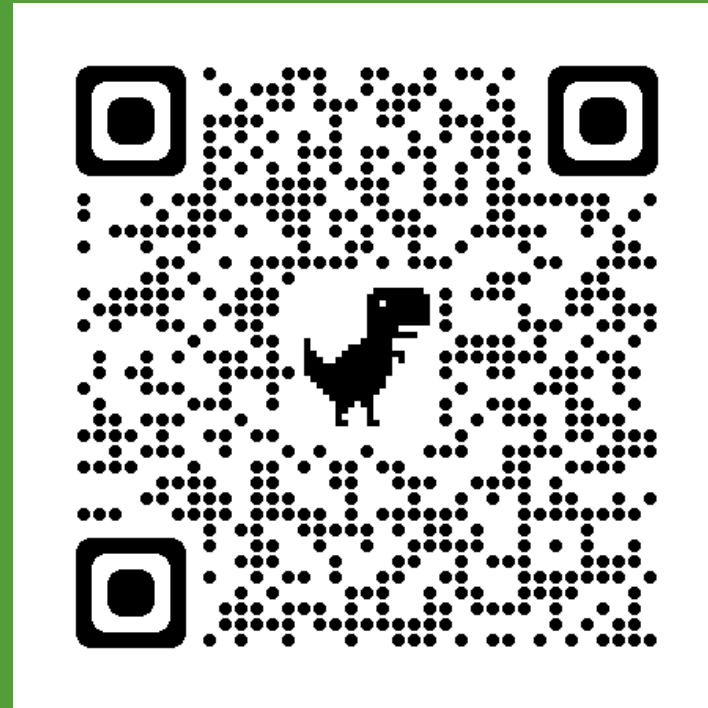
State	Tag Description	# Citations	% Providers Cited	% Surveys Cited
Tag #				
<b>Totals represent the # of providers and surveys that meet the selection criteria specified above.</b>		Missouri Active Providers=518		Total Number of Surveys=4418
<a href="#">F0884</a>	Reporting - National Health Safety Network	828	36.7%	18.7%
<a href="#">F0689</a>	Free of Accident Hazards/Supervision/Devices	208	28.0%	4.7%
<a href="#">F0880</a>	Infection Prevention & Control	163	25.7%	3.7%
<a href="#">F0812</a>	Food Procurement, Store/Prepare/Serve Sanitary	154	26.6%	3.5%
<a href="#">F0658</a>	Services Provided Meet Professional Standards	145	18.7%	3.3%
<a href="#">F0677</a>	ADL Care Provided for Dependent Residents	141	18.1%	3.2%
<a href="#">K0353</a>	Sprinkler System - Maintenance and Testing	138	25.7%	3.1%
<a href="#">F0584</a>	Safe/Clean/Comfortable/Homelike Environment	113	15.8%	2.6%

# Oklahoma 2022 – QCOR Report

## Citation Frequency Report

State	Tag Description	# Citations	% Providers Cited	% Surveys Cited
Tag #				
<b>Totals represent the # of providers and surveys that meet the selection criteria specified above.</b>		Oklahoma Active Providers=299		Total Number of Surveys=1143
<a href="#">F0884</a>	Reporting - National Health Safety Network	438	31.8%	38.3%
<a href="#">K0321</a>	Hazardous Areas - Enclosure	102	33.8%	8.9%
<a href="#">F0677</a>	ADL Care Provided for Dependent Residents	97	18.7%	8.5%
<a href="#">F0880</a>	Infection Prevention & Control	93	21.4%	8.1%
<a href="#">F0684</a>	Quality of Care	73	20.1%	6.4%
<a href="#">F0812</a>	Food Procurement, Store/Prepare/Serve Sanitary	68	20.1%	5.9%
<a href="#">F0689</a>	Free of Accident Hazards/Supervision/Devices	65	17.4%	5.7%
<a href="#">F0755</a>	Pharmacy Srvcs/Procedures/Pharmacist/Records	64	13.0%	5.6%

# QCOR – Quality, Certification and Oversight Reports



[Phttps://qcor.cms.gov/nh\\_wizard.jsp?which=0&report=report241.jsp](https://qcor.cms.gov/nh_wizard.jsp?which=0&report=report241.jsp)

# 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...



# 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

## 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

# 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

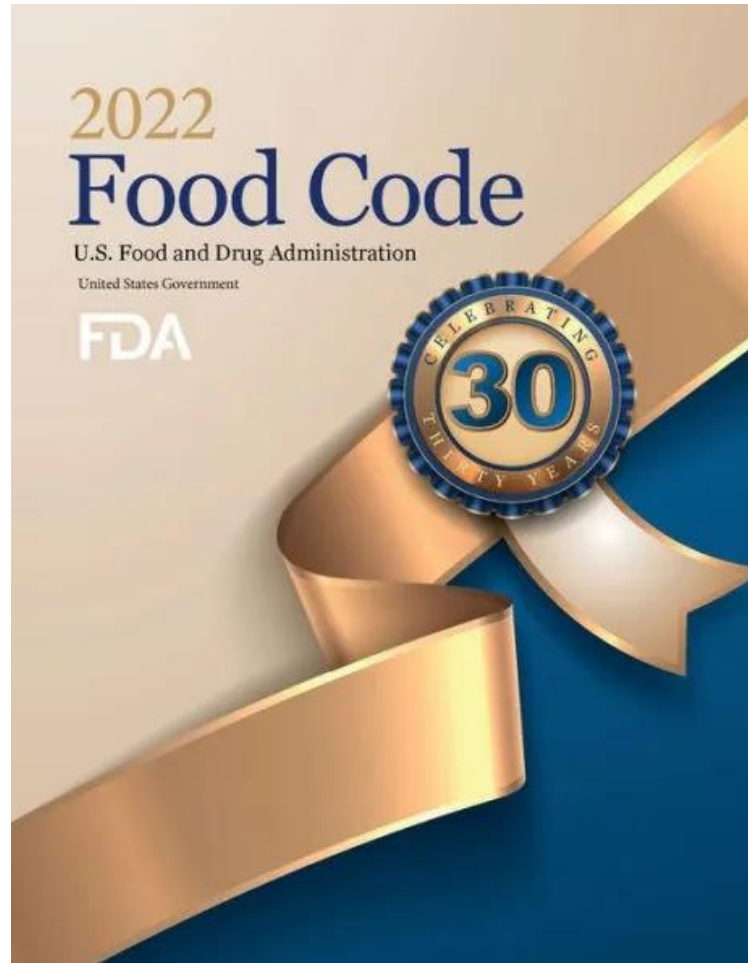
- Foods as a regular consistency diet

# 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



# Who Makes the Rules?



MISSOURI FOOD CODE DOCUMENT

Missouri Food Code  
for the  
Food Establishments of  
the State of Missouri



# F812

Food Procurement, Storage,  
Preparation and Sanitary Serving



# Storage - Breaking it Down



1

Inspect

2

Dry  
Storage

3

Cold  
Storage

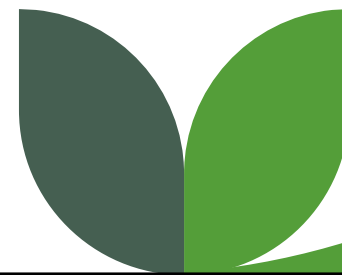
4

Thawing

# Dry Storage

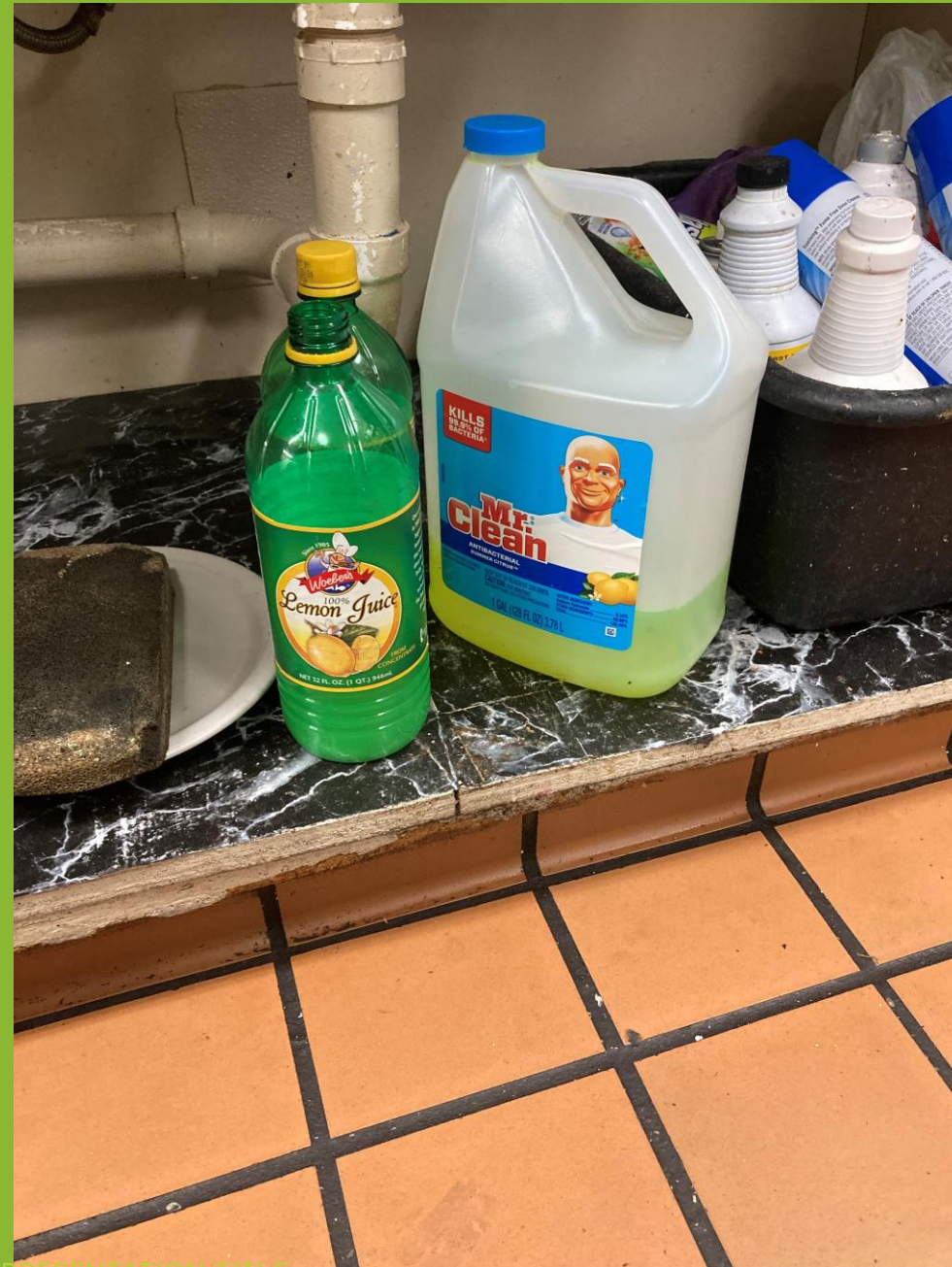


- Away from walls / 6" off floor
- Clean shelving / floor
- Airtight bags / containers
- Labeled if not in original container
- Evidence of FIFO in practice
- Free of pests / rodents





**What's wrong  
with this  
picture?**







# Cold Storage

Ready-to-Eat Foods (Top Shelf)

Lowest Internal Cooking Temperature

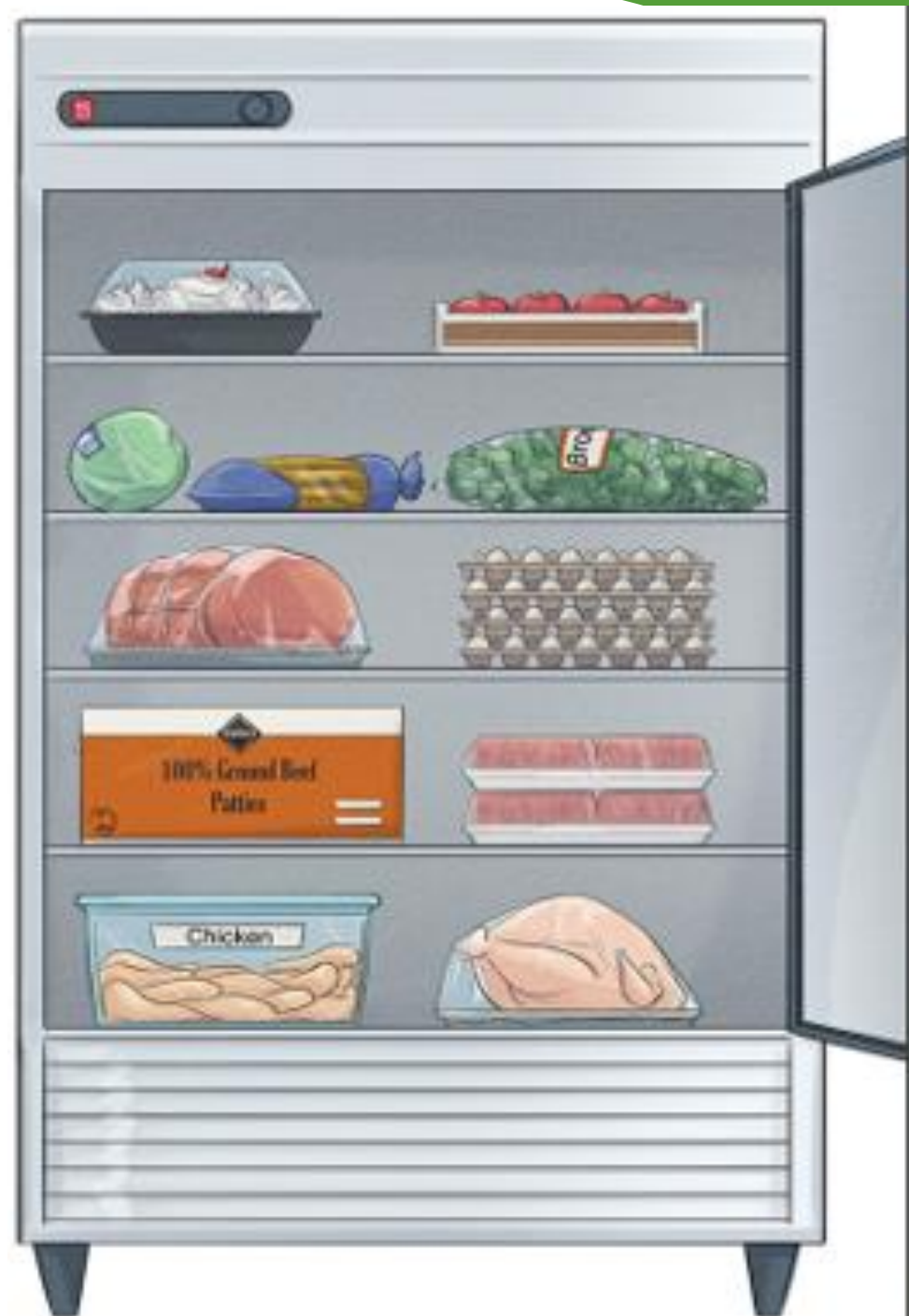
**135 F** Beans, grains

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

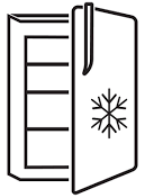
**155 F** Ground, injected, marinated or tenderized meats / eggs that will be hot held

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

Highest Internal Cooking Temperature



# Thawing Methods



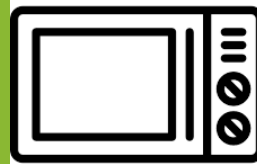
**IN THE FRIDGE**



**SUBMERGED  
WITH RUNNING  
WATER**



**AS PART OF  
COOKING  
PROCESS**



**MICROWAVE**

# 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?



# Safe Preparation – Breaking it Down



# 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



# 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.







## Cool Food in Two Stages

Temperature Danger Zone =  $41^{\circ}\text{F} - 135^{\circ}\text{F}$

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

# Best Cooling Methods



Reduce the size of the food item



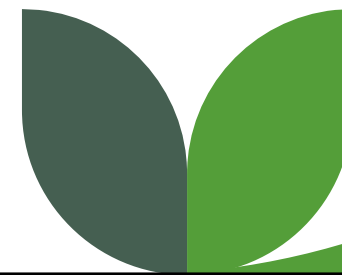
Ice Water bath



Stir with ice paddle



Adding ice to food





## Didn't Cool Down Fast Enough?

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



# Kitchen Visit To Do List

Check cold storage temperature logs

Ask to see food temperature logs – cooked & holding

Check thermometers (storage and food service)



# Cleaning / Sanitizing – Breaking it Down

10

Equipment

11

Washing &  
Sanitizing

12

Safe  
Serving

13

Personal  
Hygiene

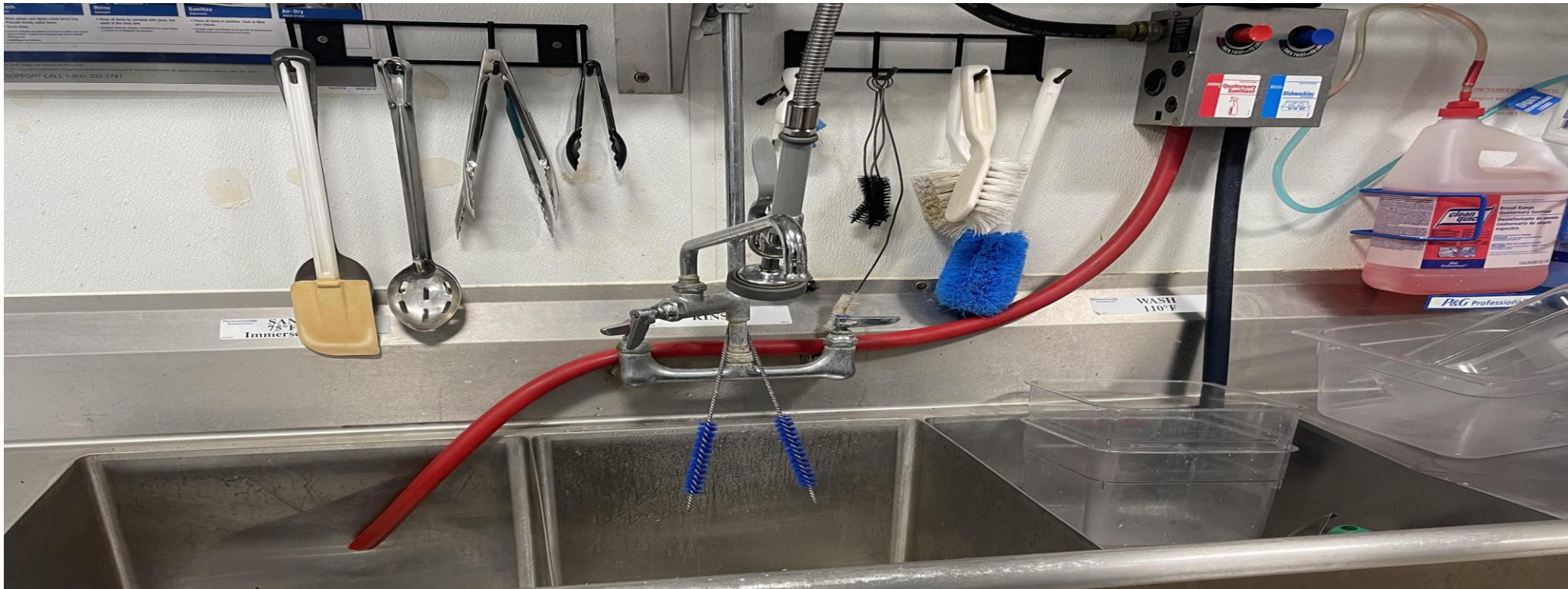
14

# Equipment – Mobile & Fixed

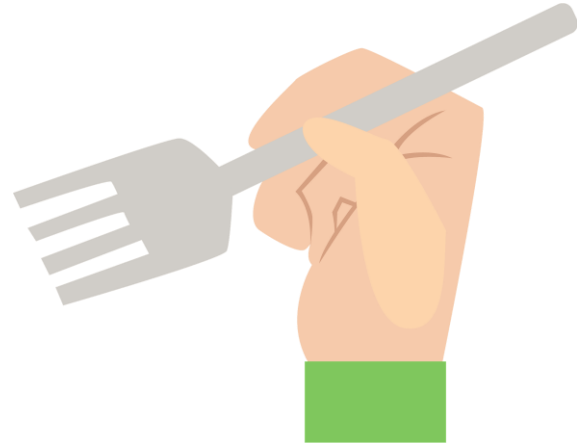




# Cleaning & Sanitizing



# Safe Serving Practices







# Kitchen Visit To-Do List

Ask for test strip demonstration

Spend time in the dish room

Observe hygiene – hairnets, gloves, handwashing







# Be Prepared – Be Ready!

ServSafe Training

Food Handler's Training

Frequent in-servicing



# Be Prepared – Be Ready!

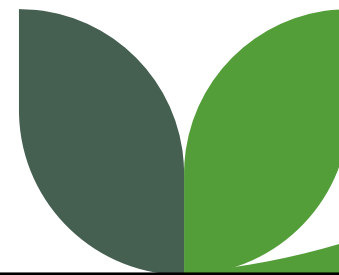
ServSafe Food Protection  
Manager Certification Training & Exam

**October 5<sup>th</sup> – 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](mailto:jparham@gravesfoods.com) to register  
Mention Code: JPMCHA23

**Deadline to Register is 9/15/23**





# Thank you

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