

Tip Sheet for Individualizing Dining When Nutrition Affects Clinical Issues

1. **Be direct.** Fully explain clinical concerns. Fully listen to resident goals. Share the clinical situation, the standards of practice and knowledge about how to treat it. Then find out what matters to the resident. Give the resident time to think it over. *They told me the way things were going to be, and I told them the way things were going to be... I mulled over the two prospects and came to a happy medium*
2. **Real Food First.** Use Dietary **Preferences** instead of Dietary **Supplements**. For needed nutrients, ask what foods a resident likes to eat, when. Serve accordingly.
3. **QC+QL= Better QC and QL.** Quality of Care interventions work best when they are applied to each person's Quality of Life considerations and these become the methods for achieving the goals. Use residents' goals, customary routines, and preferences to design your approaches:

Quality of Care Medical Goal / Intervention	Quality of Life Considerations / Methods	Quality of Care and Quality of Life Outcomes
High protein foods based on resident preference	Extra bacon and eggs, chocolate milk in fridge	Protein up, wound heals
Identify positions of resident comfort, avoiding wound pressure	Make her comfortable in her chair	Wound heals

4. **Promote Independent Exercise of Preferences.** Make preferences easy to honor, rather than making them a constant exception to the norm. Have chocolate milk in a fridge in her room so it's there whenever she wants it. *Help her fulfill her choices*
5. **Meet as a Team with Caregivers to Find Out What Will Work for Each Person.** Consistent, dedicated caregivers know residents' favorite foods and how and when they like to eat them. Dietary staff then make those foods available at those times.
6. **Team Support.** When CNAs are unsure about a resident's choice, they can better support a resident's choice the better they are supported by the nurse. When nurses are accessible for in the moment check-in's, CNAs then have more confidence to accommodate residents' choices.
7. **Use Organizational Practices That Rely on Knowledge of Dedicated CNAs.** Use consistent staffing, include CNAs in care planning, have good communication across the care team – CNAs with nurses, dietary staff, social worker, and therapy.