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**Topics:**

- Impact of Food Waste
- Supply Chain & Distributor Waste Prevention
- Strategies for Healthcare Foodservice
- Resources & Tools



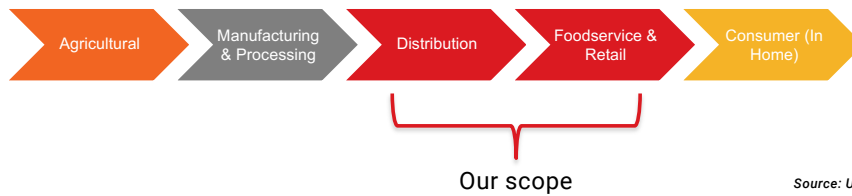
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## A Large & Complex Issue

### Food Waste is:

- “Any solid or liquid food substance, raw or cooked, which is discarded, or intended or required to be discarded.”
- “Organic residue generated by the processing, handling, storage, sale, preparation, cooking, and serving of foods.”
- Includes aspects from agricultural food production all the way to consumer behavior in home.



Source: USDA Food Waste Reduction Alliance

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## Food Waste in the United States



- US is the global leader in food waste
- Equivalent to:
  - 80 million pounds/yr
  - \$161 billion
  - 219 pounds/person
  - \$1,600 per family/yr
  - 30-40% of US food supply

• [Food Waste in America Stats & Facts](#)

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## Financial Waste & Resource Waste

 **25% OF ALL FRESHWATER** and **300 MILLION BARRELS** of oil  are used to produce food that is wasted.  **\$250 BILLION** lost globally every year

IT'S  
**FILLING UP**  
LANDFILLS AND TAKING A  
**HUGE**  
TOLL ON THE ENVIRONMENT.

**FOOD WASTE** is the single largest component sent to American **LANDFILLS**.

It's a significant source of **METHANE** – a potent greenhouse gas with **21 TIMES THE GLOBAL WARMING** potential of carbon dioxide.



*Image courtesy of LeanPath*

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## Winning on Food Waste



Indirect savings and strategic motivators:

- Attention to waste regulations
- Improved environmental sustainability
- More food security
- Better stakeholder relationships
- Stronger brand recognition
- A sense of ethical responsibility

[GFS Article](#)

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## Why Do We Waste So Much Food?

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## Food Group Breakdown



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## How Much of this Problem Stems from U.S. Foodservice Operations?

**4-10%** of food purchased is **THROWN OUT** before reaching a plate.

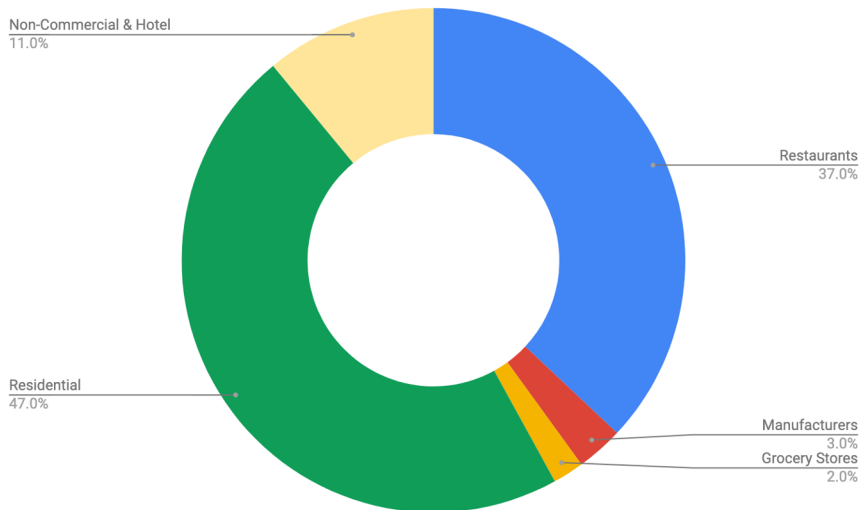


**\$8-20** BILLION of pre-consumer waste generated by the U.S. out-of-home restaurant and foodservice industry every year.

*Image courtesy of LeanPath*



## Food Waste Reduction Alliance: Food Waste Study



*Information courtesy of LeanPath*



## Food Waste Disposal

- Several states across the country are taking action to decrease food waste & increase food recovery:
  - California
  - Connecticut
  - Massachusetts
  - Rhode Island
  - Vermont
- School Systems
- USDA & EPA Goals

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## Food Waste Reduction is a Top Trend

Operators are looking for strategies to manage it.

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**Foodservice operations are likely to have some food waste.**

**You need to learn how to minimize it and manage it.**

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**Where should foodservice operators start their food waste reduction efforts?**



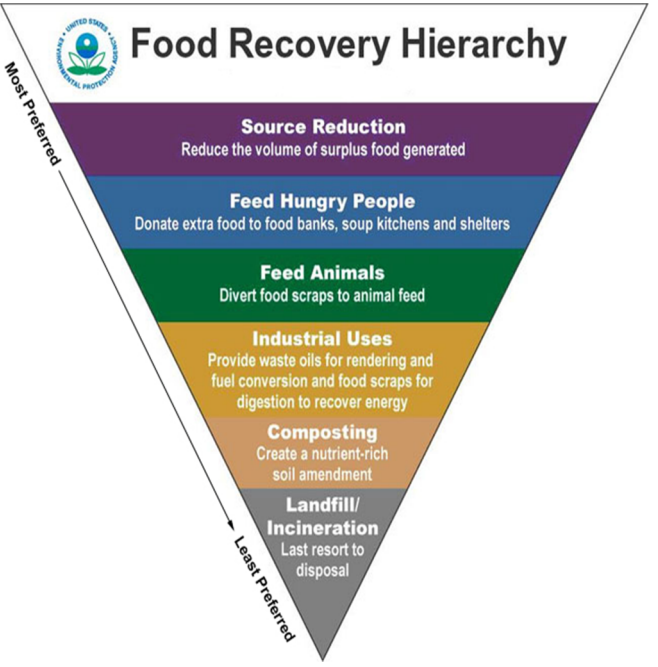

Reducing Food Waste  
by Aaron Francis

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**Similar to personal health,  
Prevention is an important strategy.**



**Food Recovery Hierarchy**

- Source Reduction**  
Reduce the volume of surplus food generated
- Feed Hungry People**  
Donate extra food to food banks, soup kitchens and shelters
- Feed Animals**  
Divert food scraps to animal feed
- Industrial Uses**  
Provide waste oils for rendering and fuel conversion and food scraps for digestion to recover energy
- Composting**  
Create a nutrient-rich soil amendment
- Landfill/Incineration**  
Last resort to disposal


Most Preferred (top) / Least Preferred (bottom)

Source: [www.epa.gov](http://www.epa.gov)  
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### Why Prevention Ranks First



- **Financial**  
Enables operators to decrease food costs and save on labor
- **Environmental**  
Helps operators run a greener operation
- **Social**  
Resources available for best use elsewhere

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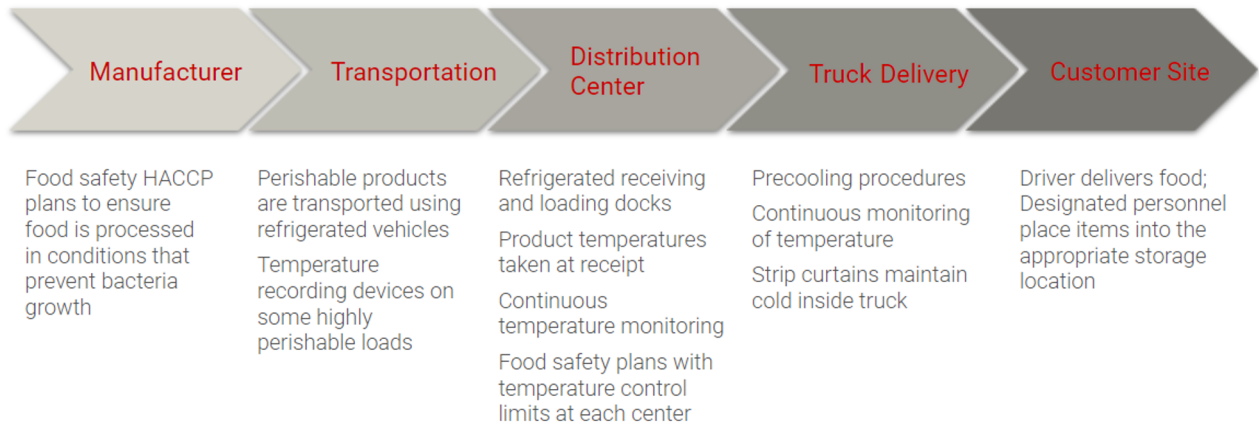
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## Supply Chain & Distributor Waste Prevention



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## Proper Delivery Process



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## Proper Transport is Critical

### Potential issues that would cause food to be discarded:

- Inconsistent refrigeration during transport
  - Perishable goods
  - Can be common issue if purchasing from non-approved vendors
  - Delivery truck regular maintenance
- Perishable product sits too long on loading/receiving dock



## Proper Handling is also Critical

### Potential issues that would cause food to be discarded:

- Rejected perishable shipments
  - Entire shipment may be dumped
  - Food banks only have limited capacity for shipments
- Surplus of product at distributor
- Extended delivery time reduces shelf life once it gets to customer

## Strategies to Decrease Food Waste in Healthcare Foodservice



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## What can Food left on the Plate tell us?

### Reducing Pre- and Post-Consumer Waste

- Menu Item Selection
- Meal selections not accurate
- Diet order not followed
- Food quality issues
- Portions are too large
- Meal is rushed
- Poor room or DR atmosphere
- Potential decreased appetite



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## Menu Planning for Less Waste

- Are the right choices on the menu?
  - Are you getting feedback from your patients/residents?
  - Do your menus reflect their favorites?
  - Are you aware of resident or patient preferences?
  - Is there enough variety?
- Are the menus featuring seasonal items?
- Are portion sizes appropriate?
- Are your diets liberalized?



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## Other Considerations to Decrease Food Waste

- Rotate leftovers into the menu
- Incorporate leftovers into additional snack options
- Simplify your menu
  - Feature one rotating entree or chef's special in addition to an "always available" menu
  - Use the chef's special from today as tomorrow's alternate meal option



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## Use Flexible Meal Delivery Systems

### Consider selective menus or room service:

- Consider selective menus or room service
  - Focus on person-centered care
- Provide assistance as needed
- Ensure cancelled room trays are communicated
- Offer snack carts, beverage carts, theme days

**PERSON-CENTERED CARE IN POST-ACUTE SETTINGS**

**Maximize Reimbursements with Person-Centered Food & Nutrition**

As part of the Affordable Care Act, the Value-Based Payment model has had a profound impact on how hospitals are reimbursed. Now that this same model is being applied to Skilled Nursing Facilities, the impact is just as profound.

Given the importance of quality nutrition and how its delivery can create a positive experience, these changes make it essential for post-acute care organizations to adjust their food and nutrition services to better serve patients and residents, thereby improving outcomes and maximizing satisfaction as well as reimbursements.

In a time when post-acute care organizations are seeing increased weight loss and malnutrition as a result of isolation and dining changes during the ongoing COVID-19 pandemic, making the connection between person-centered care, nutrition strategies and quality of care is critical.

**Person-Centered Nutrition is Key to Maximizing Reimbursements**

Payment models are changing rapidly in post-acute care, affecting an estimated 50% of providers over the next two years. As reimbursements continue to move toward value-based care rather than volume, Person-Centered Care has become a driving force behind Centers for Medicare & Medicaid Services (CMS) regulations and payment programs. Person-Centered Care incorporates an individual's preferences, values and beliefs in the delivery of their care. Best practices that are structured around a person's needs and demonstrate value and improved outcomes will receive the highest level of reimbursements.

Person-Centered Care requires coordination and continuity across all aspects of care, and food and nutrition is a key component. In re-examining the five core areas of Person-Centered Care, it quickly becomes apparent how important food and nutrition services is to each:

- RESPECT**  
Learn about the person's unique needs, values and beliefs. Be aware of how these may change over time.
- INFORMATION, COMMUNICATION AND EDUCATION**  
Make them aware of your goal of providing care that is centered around their needs and preferences. Ask them for help in creating their overall care plan.
- COMFORT**  
Maximize an individual's physical and emotional comfort. Encourage them to share any concerns or feelings.
- CARE COORDINATION AND INTEGRATION**  
Coordinate all care activities for each individual.
- FAMILY INVOLVEMENT**  
Involve family and friends in the design of the care plan.

**issue at a glance**

- ▶ CMS and the Patient-Driven Payment Model (PDPM) payment system incentivize Person-Centered Care practices, which incorporate the individual preferences of residents and patients.
- ▶ Food and nutrition is a key component of Person-Centered Care, and can therefore help maximize reimbursements.
- ▶ A customized, person-centered experience encourages better eating habits, which is critical in fighting malnutrition.
- ▶ Applying Person-Centered Care practices to food and nutrition also increases satisfaction and quality outcomes.

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References:  
© 2020 Healthcare Industry Outlook™, 2020, Washington, DC, Avalara Health.

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## Elevate the Dining Experience

### Ensure the experience is dignified:

- Menu
  - Appeal
  - Redundancy
  - Types of recipes and cooking techniques
  - Seasonal or special menu options



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## Enhance the Overall Environment

### Meals should be presented attractively

- Use garnishes
- Color contrast

### Provide an environment conducive to eating

- Warm colors and pleasing décor
- Soft music
- Welcoming hostess
- Wait staff to check on tables and provide assistance
- Adequate time to finish meals



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## Dietitian & Care Team Involvement

### Interventions when a patient/resident isn't eating well:

- Adjust the diet
  - Liberalize
  - Small portions
  - Is there a need for a consistency modification?
- For those that need extra calories:
  - Fortified foods

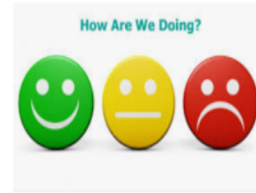


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## Back to Basics

### Implement Various Audit Tools

- Resident/Patient Survey Process
- Taste Tests
- Test Tray
- Tray Accuracy
- Meal Rounds
- Leader Rounds
- Comprehensive Department Audit
  - Foodservice
  - Infection Control



## Additional Strategies

### Ways to increase the use of fresh products:

- Knife Skills
- Extend application
- Maximize shelf-life
- Right product, right use



Square Storage Containers



Round Storage Containers

## Resources & Tools



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## Gordon Food Service Solutions

- Inventory Manager™ software
- Cycle Menu Management®
- Kitchen-Tested Recipes™ (GFS Recipes)
- Foodservice Diagnostics – Best Practice Review
- Ready Set Serve Produce Calculator
- What's Cooking Knife Skills
- Markon Produce Storage Poster
- Forms
  - Food Waste Log
  - Waste Watchers Form
  - Plate Waste/Food Acceptance



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## Menu Software and Customization



### 5 PERKS of Customizing Your Cycle Menu

- Control costs**  
A menu rotation means you'll always know which products you need and how much.
- Focus on Person-Centered Care**  
Provide options and variety for your residents.
- Reduce waste**  
A tailored menu means improved resident satisfaction.
- Meet regulations**  
Meet nutritional goals, food preferences and focus on cultural cuisine.
- Improve efficiency**  
Tell our Registered Dietitians what you want, and we will do it for you.

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## Gordon Food Service Whitepapers

### AGING IN COMMUNITY WHITE PAPER

#### Keeping An Aging Population Healthy issue at a glance

The sheer size of the aging baby boomer generation is daunting, with the 65-and-older segment projected to be twice as large in 2050 than it was in 2018. But what is just as significant as this population's size is their **attitude** toward aging. A recent study by Demand Institute surveyed more than 4,000 baby boomer households nationwide and found that roughly three-quarters of them do not want to move into a conventional retirement community. Moreover, many could not make such a transition even if they wanted to, given their financial situation. This coming wave of middle-income retirees will be looking for alternative housing that supports an active, independent and affordable lifestyle. When it comes to "aging in community," as this trend is called, many of the new housing alternatives do not include an on-site dining component. For healthcare providers receiving incentives and reimbursements based on keeping people healthy and out of the hospital, this presents both a challenge and an opportunity.

**Driven by More than Just Mindset**  
Research shows that baby boomers are not retirement savers. Two additional forces living scenarios.

**1. Government Reimbursements**  
Within the Triple Aim goal, governments are altering the industry Payment reform, funding and are now focused on improving the and reducing overall costs. This

### FOOD AS MEDICINE

#### Building Healthy Communities Through Food

America has a food problem. Although we are a world superpower for food production, a growing percentage of the U.S. population suffers from chronic conditions caused or worsened by a lack of good nutrition. Sometimes it's a matter of individuals not having enough food. Other times, it's a matter of not having the right kinds of food. Often it's a combination.

Today, more than half of healthcare dollars in the U.S. are spent on the treatment of chronic conditions, many of which are preventable. In fact, recent studies have found that 40 percent of health-related issues are related to **social determinants of health**. These include education, housing, employment, health behaviors and violence, as well as access to food, transportation and social support. Preventable behaviors, such as poor eating habits that lack good nutrition, also

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## Idea Center at [www.gfs.com](http://www.gfs.com)

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	<p><b>It's a New Normal for Healthcare and Senior Living</b> <i>Written by Gordon Food Service Contributors</i></p>
	<p><b>Employee Satisfaction Strategies for COVID-19</b> <i>Written by Gordon Food Service Contributors</i></p>
	<p><b>Short on Help? COVID-19 Healthcare Labor Strategies</b> <i>Written by Gordon Food Service Contributors</i></p>
	<p><b>Simplify Training with the Consistency Modified Handbook</b> <i>Written by Gordon Food Service Contributors</i></p>

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## Thank You

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