



# Iowa Dietetics in Health Care Communities

SUMMER 2021

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### From the Chair...

By Stephanie Labenz, MS, RD, LD  
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#### Message from the Chair

Happy summer!! I hope this finds all my fellow IDHCC members doing well. I am excited to serve as your Chair for IDHCC this year. This is a little out of my comfort zone, but I am excited to continue to learn and I have a wonderful Board and Council to support me! There is a great group of dietetic professionals on the team and we continue to look for others willing to step up and volunteer.

The IDHCC Board and Council had their transition meeting on June 13, 2021 to pass the gavel and go over our plans for the next year. One of our main goals is to increase membership. We have extended the membership fee of \$25 until August 1, 2021 without a late fee. Please sign up if you haven't already. Another goal is to make IDHCC more visible on the IAND website.

We celebrated our first joint meeting with AFNP in April. What a wonderful time to celebrate with a live event and network with fellow dietitians and CDMs. Seeing speakers not on Zoom was refreshing! Andrea Maher, our meeting planner, is hard at work planning next year's meeting. If anyone would like to volunteer their time and talents, we are looking having more people help. Just let Jocelyn Evans ([jocelynevansrd@gmail.com](mailto:jocelynevansrd@gmail.com)) or Stephanie Johnson ([stephanie@sunsetconsultingrd.com](mailto:stephanie@sunsetconsultingrd.com)) know.

I know this year has provided us some challenges, so I want to thank all of you for the hard work you do and for giving our profession a great name. It is within this group that we can continue to support and encourage each other. Hope everyone has a great summer!

-Stephanie Labenz MS, RD, LD

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### Dining Room Satisfaction

By Christy Edwards, RDN, CD  
[cedwards@martinbros.com](mailto:cedwards@martinbros.com)

How would your residents, staff and family members describe your dining program? How well have you adapted to the recent disruption in communal dining?

Although the pandemic has shaken up the dining experiences, now is the best time to determine the level of satisfaction for your culinary program.



**Dining Room  
Satisfaction:**

*Why do we need to hear  
from our customers?*

*How do we find out what  
our customers think?*

*What next?*

**Why do we need to hear from our customers?**

The dining program is one of the top marketable features in senior living communities. Delivering satisfying resident experiences is key to resident referrals and retention. 82% of guests say the dining program is an important part of their overall experience when staying at a healthcare community. According to The Pioneer Network's, The New Dining Practice Standards, the most frequent questions and concerns CMS receives from regulators and providers consistently focus on dining and food policies in nursing homes. The J.D. Power 2020 Senior Living Customer Satisfaction Study found that 86% of family member decision-makers have suggestions for improving the dining experience—with quality and variety of food being at the top of the list. Portion size and speed of service are other areas of opportunity for the senior dining industry according to the study.

We need to find new ways to serve our residents and help them feel confident and safe. The dining experience must overpower the fear this pandemic may have left on our seniors.

**How do we find out what our customers think?**

Consider a variety of ways to gather feedback from your customers. Ask about food quality, variety, food temperature, timeliness of service, portion sizes, dining room atmosphere, and customer service. Some instances you might find open-ended questions valuable and other times, a yes/no type survey might work best. Offer anonymous options for customers to communicate their dining wishes.

Resident/Family survey

Comment Cards or Suggestion Box

Ask them! Phone calls if you cannot see them in person

Talk with them during service

Meetings or Focus Groups

Offer Tastings and ask for feedback!

The level of engagement is correlated to the level of satisfaction. The more communication with your customers (residents and family especially), the more satisfaction in your program.

Staying in touch with your residents, family and staff about dining concerns and ideas is always important, but especially important as we continue to navigate through these trying times. Let them know you value their input and are available for them.

**What next?**

Contact your Martin Bros Nutrition Services Team for resources on conducting dining surveys, setting up resident council meetings, conducting meal rounds and other ways to evaluate your dining program.

Let Martin Bros be part of your success in delivering satisfying resident dining experiences.



### **Mini Nutritional Assessment (MNA) in the Long-Term Care Setting:**

*What is MNA?*

*Who can complete MNA*

*Completing the MNA*

## **Mini Nutritional Assessment (MNA) in the Long-Term Care Setting**

by Stephanie Johnson, RDN, LD  
[stephanie@sunsetconsultingrd.com](mailto:stephanie@sunsetconsultingrd.com)

Malnutrition in older adults in long-term care settings has been an important topic for RDNs to address for many years, but has gotten increased attention recently with increased reimbursement through PDPM (Patient Driven Payment Model).

You may be wondering, where is a good place to start when working to better diagnose residents with malnutrition? The Mini Nutritional Assessment, or better known as the MNA, is a good starting point for residents that are >65 years of age. This tool can also identify the risk of malnutrition before severe changes in weight or nutrition status occur. In large long-term care communities, or those with high turnover of SNF residents, the MNA may also help the RDN to determine the residents at highest nutrition risk.

The MNA can be completed by the CDM, RD or nursing staff. Ultimately, the screening should be completed within 48 hours of admission, and then every three months thereafter, or when a change of condition in the resident occurs. Filling out the MNA takes no formal training, but the person must be well versed in how and where to obtain pertinent medical information required by this screening tool.

Height and weight must be available or measured by the person completing the MNA. This important information is not always completed in a timely manner upon admission to a long-term care community. If this is the case, remind nursing management of the importance of this information.

The MNA asks questions about weight loss, chewing and swallowing difficulties, changes in appetite, mobility, physical and emotional stress, depression, and dementia. This information is not always readily available in the chart. For new residents, it is important to speak to the resident, family, or caregivers to ensure accuracy. For long-term residents, the direct care staff, such as CNAs, will likely be able to help you with these questions if the resident is unable to answer for his/herself. The person completing the MNA must also know how to calculate BMI.

Complete the screen by filling in the boxes with the assigned numbers. Each question/answer is assigned a score between 0-3. Total the numbers for the final screening score. The three categories are as follows: 0-7: Malnourished, 8-11: At risk of malnutrition, 12-14: Normal nutritional status. It is important for the RDN to follow up with a nutrition-focused physical assessment to determine malnutrition/risk of malnutrition, implement interventions, and notify the resident's provider to ensure a malnutrition diagnosis is added.

Our residents deserve the best nutritional care, and the MNA can be an excellent screening tool for the community if used correctly.

[www.cms.gov](http://www.cms.gov)  
[www.mna-elderly.com](http://www.mna-elderly.com)



**Membership Renewal  
June 2021 - May 2022**

Please take this opportunity to initiate or renew your membership in the Iowa Academy of Nutrition and Dietetics Practice group of **Iowa Dietetics in Health Care Communities**.

Membership includes:

- \*Newsletters with up-to-date information
- \*Free student membership (must be registered with IAND as a student member)
- \*Membership gift
- \*Scholarship opportunities
- \*Networking with other RD's and students
- \*Continuing education opportunities, such as the Annual Spring meeting

Please Note:

1. You must be a member of the Academy of Nutrition and Dietetics to join IDHCC.
2. Membership in IDHCC is a separate membership from the national DHCC
3. E-mail and address changes must be submitted to Sandy Goree [jsgoree@centurylink.net](mailto:jsgoree@centurylink.net).
4. Our membership year is June 1st to May 31st .

**FOR YOUR RECORDS**

Date Paid \_\_\_\_\_ Amount \_\_\_\_\_ Check # \_\_\_\_\_

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DETACH AND SEND BOTTOM HALF WITH PAYMENT. KEEP TOP HALF FOR YOUR RECORDS.

\$25 membership dues for 2017-2018

Free membership for students

Make checks payable to IDHCC

Mail payment to: Sandy Goree

33788 Bouska Rd.

Prairie Du Chien, WI 53821

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone \_\_\_\_\_ Work Phone \_\_\_\_\_

E-Mail Address \_\_\_\_\_ Cell phone \_\_\_\_\_



## IDHCC Zoom Meeting

13 April 2021

Present: Deb Edwards, Kristen Simon-Frank, Andrea Maher, Anne Sposato, Stephanie Labenz, Sandy Goree, Jocelyn Evans, Kathleen Niedert, Steph Johnson,

Monica suggested IDHCC sponsor a speaker for the Fall IAND Conference. A sponsor would pay the speaker's fees, whatever they happened to be. No travel or hotel costs as the meeting will be virtual. After the Spring Conference we will have a better idea of IDHCC's financial status, and can discuss further.

The CDR audited our "How to Consult" webinar. What Monica learned can be applied to the Spring Conference: each speaker must sign a form detailing any conflict of interest or potential benefit.

IDHCC will print this statement on the attendance certificate- Learners may provide feedback about the quality of this CPE activity directly to CDR.

Andrea reported on IDHCC Spring Conference plans:

Current registration is 105; did not have a breakdown of RDs/CDMs. ANFP and IDHCC will have separate registration tables. Board members will all assist with registration. Folders at registration will include speaker objectives/bios, info on ordering the latest Simplified Diet Manual, membership form, etc.

Handouts will be available after the conference. Attendance certificates will be handed out at the conclusion of each day's sessions.

Sandy will order the gift booklets later this week. Cost per booklet is \$12.

Member registration- attendees will be encouraged to join/renew using their phones to access Eventbrite OR they can write a check and fill out a paper form and an IDHCC board member will enter their info into Eventbrite later.

Membership fee for 2021-2022 will remain at \$25 thru June 30. Late membership fee will be \$40. IDHCC to absorb the Eventbrite fee as previously discussed (see meeting minutes January 2021.)

IDHCC will share cost of some speaker fees, hotel rooms, air fare with ANFP. Sandy needs the name and contact information for the ANFP treasurer.

IDHCC Board will meet at 5:15 pm at the hotel restaurant on Thursday, April 29. All IDHCC attendees will be invited to the brief business meeting on Friday April 30 during the time allotted for the vendor show. Nominations (Stephanie Johnson?) will announce the candidates. No need to print a ballot, the vote will be verbal. Suggestion to contact Mary Sell or Julie Halfpop as potential chair-elect.

IDHCC board has been invited to the home of ANFP's Barb Thomsen on Wednesday night for hors d'oeuvres and networking.

In appreciation for her outstanding work, Andrea's meeting registration is paid for. All other board members will pay full registration cost. Suggestion to pay for the IDHCC chair's registration at future conferences to be discussed further.

Andrea is working with hotel staff regarding masks, sanitizer, distancing, etc to comply with pandemic precautions. The benefits of getting a CoVid vaccine will be promoted.

Minutes submitted by Kristen Simon-Frank, Secretary



## IDHCC Transition Zoom Meeting

13 June 2021

Present: Deb Edwards, Kristen Simon-Frank, Andrea Maher, Anne Sposato, Stephanie Labenz, Sandy Goree, Jocelyn Evans, Kathleen Niedert,

Motion made and carried to adopt the slate of officers.

Secretary's report: Previous minutes read. Current membership on Eventbrite only 27. Last year 52, the year before that 67.

Discussion on increasing membership. Ways to join: (1) Eventbrite (some find it hard to use, hard to find the link on website, charges a fee) (2) send a check directly to Sandy Goree and she will enter information on Eventbrite. Alternatives to Eventbrite, such as PayPal or Venmo used with a Google form will be researched.

Extend \$25 member dues through August 1st. Dues will be \$40 after August 1st.

Send email with membership link to former members from last year and the year before, also to RDNs who attended Spring Conference this year.

Send out a "welcome" letter when members join; thanks for joining, how to find resources on-line, etc.

Let members know we can help each other covering maternity leaves and vacations.

Short message in the Leading Edge and Iowa Healthcare newsletters to reach Care Center administrators; IDHCC is an important group your facility RDN should be a part of.

Update member link on IAND website for 2021-2022 membership. IDHCC needs a more obvious tab on website.

Treasurer's Report: Checking \$10, 863.58

Savings \$12, 668.91

Andrea and Barb are still finalizing how expenses will be shared from joint IDHCC/ANFP conference.

Conference evaluations not available at this time. Questions for next year; virtual or in-person? With ANFP or just IDHCC? How can we incorporate more "fun?" Consider reduced or free attendance at Spring Conference for IDHCC

Chair. Consider possibility of 2-3 hour Marketing Workshop.

Nominations: Candidates will be needed for Treasurer and Nominations Junior

Need a committee to work on Conference with Event Coordinator

Remember that you can claim CEU credit for taking a leadership role

Newsletter: to be sent out in July, October, January and end of March or early April. Submit content to Anne by June 30 for July newsletter. Suggested topic: marketing our services- making sure administrators know we are visible and valuable.

Motion made and carried to sponsor a virtual speaker for IAND in November. We have the funds and it will be another way to make our presence known.

Stephanie L. participated in IAND transition meeting. Introduction to Stephanie as our new IDHCC Chair to be posted on Facebook.

Doodle poll to be sent to determine date of next Zoom meeting in July. Meeting adjourned.

Minutes submitted by Kristen Simon-Frank, Secretary



Anne Sposato, MS, RD, LD, CCC  
940 Black Bear Bend  
North Liberty, IA 52317

## **Iowa Dietetics in Health Care Communities (ID-HCC) Executive Committee and Officers 2021-2022**

### Chair

Stephanie Labenz, MS, RD, LD  
[labenzdiet@gmail.com](mailto:labenzdiet@gmail.com)

### Chair-Elect

Julie Halfpop  
[jhalfpop@martinbros.com](mailto:jhalfpop@martinbros.com)

### Past Chair

Deb Edwards, MS, RDN, LN  
[dledwards702@gmail.com](mailto:dledwards702@gmail.com)

### Secretary

Kristen Simon-Frank, RDN, LD  
[kdsimon-frank@hotmail.com](mailto:kdsimon-frank@hotmail.com)

Sandy Gore, MS, RD, LD  
Treasurer

[sandy.goree410@gmail.com](mailto:sandy.goree410@gmail.com)

### Nominations Chair

Steph Johnson, RDN, LD  
[stephanie@sunsetconsultingrd.com](mailto:stephanie@sunsetconsultingrd.com)

### Nominating Chair-Elect

Jocelyn Evans, RD, LD  
[jocelynpohl28@gmail.com](mailto:jocelynpohl28@gmail.com)

### Past Nominating Chair

Stephanie Labenz, MS, RD, LD  
[labenzdiet@gmail.com](mailto:labenzdiet@gmail.com)

### Newsletter Editor

Anne Sposato, MS, RD, LD, CCC  
[jabs9@msn.com](mailto:jabs9@msn.com)

### Meeting Planning

Andrea Maher, RD, LD  
[andrea.maher@ivh.state.ia.is](mailto:andrea.maher@ivh.state.ia.is)

### Legislative

Kathleen Niedert, PhD, RD, CSG, LD  
[kniedert@aol.com](mailto:kniedert@aol.com)