

# Service Improvement Project

**Intern:** Kathleen Villarino **Facility:** Martha McKittrick Nutrition **Date(s):** April 13, 2018 - May 1, 2018

<u>Steps (What needs to be done?)</u>	<u>Actions (What did you do?)</u>
<p>1. After speaking to my preceptor, we've found that the food log sheet she gives to her patients is not user-friendly. Another issue we have encountered is the fact that most of the clients she counsels almost always ask her for recommendations on what foods to order when eating out in NYC (specifically, Upper East Side) since they consume most of their meals outside of the home.</p> <p>Areas to improve:</p> <p>a. Develop a neater, more user-friendly food log. b. Develop a booklet which lists the best foods to order from different restaurants in the Upper East Side. This will be divided by cuisine and by the most popular places in the Upper East Side.</p>	<p>I obtained my preceptor's old food log in order to see what I can do to make it more user-friendly.</p> <p>I discussed with my preceptor what cuisines are popular among her patients. I also quickly looked at a map of restaurants on the Upper East Side to examine what options are available.</p>
<p>2. Collected the old food log. Preceptor also provided me with a short lunch guide she put together for her patients who work in Midtown Manhattan as a basis for the food guide.</p>	<p>I looked at the current food log that my preceptor's clients have been using.</p> <p>I started putting together a list of different cuisines popular with Upper East Siders. I then started researching different cuisines and making a list of Upper East Side restaurants from each cuisine.</p>
<p>3. Food log: formatting was cluttered.</p> <p>Food guide: I decided to divide it up by cuisine, so it would be easily readable.</p>	<p>From looking at other food logs, I decided on a format that would make the most sense (easiest to fill out) for clients.</p> <p>I continued to conduct research regarding the restaurants and organized them by cuisine.</p>
<p>4. For the food log, the solution is to arrange the formatting of the food log to make it neater.</p> <p>For the food guide, make a booklet that is clear and easy to read.</p>	<p>Both the food log and food guide research can be conducted using internet resources.</p>
<p>5. Food Log: Ensure that the format of the new food log makes sense for the client.</p> <p>Food guide: The restaurant guide should be easy to read and should be relevant. It should include popular cuisines at the Upper East Side as well as popular restaurants.</p>	<p>I tested a few formats to see which format was neater and was easier to fill out.</p> <p>I tried formatting the food guide in different formats such as a table or a list. I decided on making a list separating each cuisine. This was easier to read and navigate.</p>
<p>6. Food Log: The food log was updated on April 11-12, 2018.</p> <p>Food guide: "Eating Out Guide" was started on Friday April 13, 2018 and was completed by April 30, 2018.</p>	<p>After conducting research on different food logs, I decided on a design that I deemed user-friendly and made the new food log using Microsoft Word.</p> <p>The Food Guide was developed throughout the course of my rotation. I first made a list of cuisines I wanted to cover. I then conducted research regarding the best foods to order from each cuisine. After that, I searched for 2 or 3 restaurants in the Upper East Side that offered the specific</p>

	<p>cuisine I was looking for and chose the healthiest options to order. If calories were available on that restaurant's website, I added the calories. If not, I searched other websites to look for the closest calorie amounts that match a specific dish.</p>
<p>7. Food Log: Changing the format made it look more organized.</p> <p>Food Guide: The food guide was more extensive than planned. More restaurants were added and calories were also included.</p>	<p>For the food log, my plan to make the food log look neater in appearance was achieved. I have attached a copy of the old food log as well as the new one that I created. There was nothing that I would have done differently. To improve the food plan in the future, I would ask patients if they think more detail should be added or if the appearance needs to be changed.</p> <p>The food guide was more extensive than I originally thought it would be. My preceptor wanted to add as many cuisines as possible in order to address the needs of most of her patients. If there was anything I would have done differently, I would have added more restaurants to the list instead of just 2 or 3 in order to provide the clients with more information. In the future, I would like to update this food guide to include more cuisines and restaurants as they develop in the Upper East Side.</p>