

## *CASE STUDY*

April 2005

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### *A Food Service Success Story*

**Facility:** Villa St. Joseph, Baden, PA,  
120 Bed Long-Term Care Facility, Phone: 724-869-6300  
**Solution:** Integrated Foodservices (IFS)

### *The Challenge*

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Although the Nutrition Department at Villa St. Joseph, under the direction of its new Director, Alane Scheider, R.D., was making great progress in improving the clinical services, Mary Murray, Administrator realized they would need some additional help to reduce costs and improve the quality of the operational side of the department.

### *The Solution*

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Murray evaluated several options and after hearing a presentation at a Faith-Based Network board meeting, selected Integrated Foodservices (IFS), an affordable firm that could provide a professional review of their nutrition department, develop a plan of improvement and work with the existing department to implement the plan.

After initial meetings and a complete review of the department, IFS presented a detailed plan that clearly outlined opportunities for improvement and a course of action that allowed the department director to become a key partner in the plan of action. “People like our approach,” said Jerry Kemp, IFS President. “We integrate industry best practices, systems and professional ‘know how’ with a facility’s resources to maximize efficiencies, reduce costs and improve quality. Our key to meeting everyone’s objectives, is our ability to work with administration and the department management team to ensure that they have input in the process and agree to what the course of action should be.”

**“The team approach and employee involvement used by IFS in crafting the proper solutions has provided a real example for other departments to follow. This teamwork was a key factor in sustaining the positive changes and driving annual saving of \$131,000.**

*-Mary Murray*

## *The Outcome*

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According to Scheider, “their formula for success is really working. IFS worked with our management team and staff to solicit input and ideas while formulating a realistic plan we could achieve. As a department head, I have grown significantly in my ability to manage the entire department in a more professional and cost effective manner.” From an operation side, we completely restructured our management team and improved our management effectiveness. We improved our purchasing methods, reduced product inventory, revised our workflows and job descriptions, improved employee productivity and performance, reduced 8,320 annual labor hours, improved overall sanitation and quality measurements such as food and holding temperatures, food handling and storage procedures. The following is an example of one of the processes we used to reduce annual labor hours. “IFS spent time with us to review each job and used a flip chart to draw position time lines. This provided us with a clear picture of overlaps and allowed us to pinpoint wasted hours. We also worked on the tray line so we could personally evaluate the work load and changes that we were proposing.”

“From a Human Resources perspective, the morale has improved in the Nutrition Department with the assistance of IFS,” stated Melissa Angelo, HR Director.

“The team approach and employee involvement used by IFS in crafting the proper solutions has provided a real example for other departments to follow,” noted Murray. “The Nutrition Department has led the way in our overall efforts to continually implement best practices and contain cost with an on-going goal to improve quality.” Murray and Kemp agree that this teamwork was a key factor in sustaining the positive changes and driving annual saving of \$131,000.

“Scheider and her team have graduated,” Kemp stated. “They have made tremendous progress over the past eighteen months and have become self-sufficient.” As for the next step, consideration is being given to some continued periodic consultation for the purposes of ensuring that systems remain in place and functional for best quality and cost.

Integrated Foodservices is a *Preferred Business Partner* of the Faith-Based Network. For more information about the FBN/IFS program, please call Linda Massie, Director of Operations at (724) 935-7978 or e-mail to [Linda@faith-basednetwork.org](mailto:Linda@faith-basednetwork.org).