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Creation Health Audit Report

Cohort 5

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Table of Contents

Introduction	3
<i>CREATION Health</i>	3
<i>CREATION Health Audit Tool</i>	4
Methods.....	4
Results.....	5
<i>Infrastructure</i>	6
<i>Environment</i>	7
<i>Overall</i>	7
Discussion/ Recommendations	8
Conclusion.....	12
References.....	13
Appendices.....	14

Introduction

The aim of this assignment was to have a dietetic intern evaluate and audit the wellness of the retail area of Welch Café in Florida Hospital's Orlando campus. This audit revolved around the evaluation of areas of a specific retail location that support Florida Hospital's CREATION health program. This program promotes healthy living through eight guiding principles- Choice, Rest, Environment, Activity, Trust, Interpersonal relationships, Outlook, and Nutrition (CREATION Health, n.d.). Ways that a foodservice retail location could contribute to promoting these principals could be through healthy eating programs. An article written by Patricia Ryan discusses different healthy eating programs, such as collaborating for healthy special meals, cooking demonstrations, grocery store tours, or inviting dietitians to present a topic (2013). Through the process of auditing the implementation of items such as these, areas of improvement can be detected and reworked to continuously better a locations compliance with their mission. In Welch Café, the CREATION Health audit measures compliance with the CREATION Health initiative related to infrastructure and environment.

CREATION Health

CREATION Health is a program that was introduced to Florida Hospital in support of its beliefs to promote whole-person health. The hospital believed that the first step to creating a culture in the workplace that fosters these ideals was to introduce a philosophy that supports the vision. CREATION Health is revered as a comprehensive, yet concise framework for working towards the goal of maximum wellness. These eight principles, Choice, Rest, Environment, Activity, Trust, Interpersonal relationships, Outlook, and Nutrition, engage the whole self- mind, body, and spirit. CREATION

Health and Florida Hospital believe that if these principles are practiced consistently, participants will feel empowered to live more fulfilling and productive lives (CREATION Health, n.d).

CREATION Health Audit Tool

The purpose of an audit tool is to effectively measure compliance while delivering reasonable returns on the investment (Steinman, 2016). For Florida Hospital, the CREATION Health audit tool was developed as a tool to evaluate compliance with CREATION Health principles, as well as serve as a tool to guide improvements to benefit customers and sales. This tool is separated into two separate sections- infrastructure and environment. These sections were then broken down further.

- Infrastructure- Recipe compliance, product standardization, and accountability.
- Environment- Inviting environment, informative environment, interactive environment

The division of these sections assists in the organization of goals and focuses of the audit tool. It serves as a reverse fishbone diagram that helps to locate problems in a certain area of the retail operation, and breaks them down into smaller individual units. This helps repair the small shortcomings to make the retail area of the café better as a whole, which is an extension of CREATION Health's whole person health philosophy.

Methods

For this audit, a dietetic intern went and walked the Welch Café with assistant director of nutrition services Martin Lamm. Martin walked the intern throughout the Café and discussed each individual item on the audit form. Martin permitted the intern to give the score that they believed should be assigned, rather than telling them what to put. He

did give clarification on each point, if needed, in order for the intern to choose the most appropriate score for each item. The choice was then recorded on the audit tool (Appendix C & D).

After the audit was completed, the intern recorded the scores to analyze how successful the audit tool was, as well as how successful the retail area of Welch Café was in implementing and promoting CREATION Health and Wellness initiatives.

This was done by creating pie charts in Microsoft Excel to depict the ratio of standard achievement of each individual section of the audit tool in a simplified way (Appendix A). The totals from each category, infrastructure and environment were then added together to see the total standard achievement for each (Appendix B). All totals from all levels of standard achievement were then added together to find the ratio of standard achievement of the overall audit (Figure 1.1).

These charts and numeric values quantify the success of each category in order to have the ability analyze the data, and evaluate the success of Welch Café as it relates to the CREATION audit tool.

Results

The Audit tool results were recorded (Appendix C & D). For the purpose of avoiding redundancy, the following charts will serve as the results for the audit. The sections are divided into infrastructure, environment, and total. Each chart contains the number of item standards met for each standard achievement percent, as well as the total percentage that this represents of all criteria in that category. This data was converted into pie charts (Appendix A & B) for further understanding.

It can be seen in Figure 1.1 and 1.2 that only slightly over half (53%) of the standards are being completely met, 81% of standards have been achieved 50% or greater, and 19% are less than 50%, or not at all.

Infrastructure

Recipe Compliance

Standard Not Met	25% of Standard Achieved	50% of Standard Achieved	75% of Standard Achieved	Standard Met
1	0	1	2	2
17%	0%	17%	33%	33%

Product Standardization

Standard Not Met	25% of Standard Achieved	50% of Standard Achieved	75% of Standard Achieved	Standard Met
0	0	0	1	4
0%	0%	0%	20%	80%

Accountability

Standard Not Met	25% of Standard Achieved	50% of Standard Achieved	75% of Standard Achieved	Standard Met
0	0	0	0	2
0%	0%	0%	0%	100%

Infrastructure Total

Standard Not Met	25% of Standard Achieved	50% of Standard Achieved	75% of Standard Achieved	Standard Met
1	0	1	3	8
7%	0%	7%	23%	62%

Environment

Inviting Environment

Standard Not Met	25% of Standard Achieved	50% of Standard Achieved	75% of Standard Achieved	Standard Met
1	0	0	2	6
11%	0%	0%	22%	67%

Informative Environment

Standard Not Met	25% of Standard Achieved	50% of Standard Achieved	75% of Standard Achieved	Standard Met
5	0	1	1	4
45%	0%	9%	9%	36%

Interactive Environment

Standard Not Met	25% of Standard Achieved	50% of Standard Achieved	75% of Standard Achieved	Standard Met
2	0	1	0	3
33%	0%	17%	0%	50%

Environment Total

Standard Not Met	25% of Standard Achieved	50% of Standard Achieved	75% of Standard Achieved	Standard Met
8	0	2	3	13
31%	0%	8%	12%	50%

Overall

Overall Total

Standard Not Met	25% of Standard Achieved	50% of Standard Achieved	75% of Standard Achieved	Standard Met
9	0	3	6	21
23%	0%	8%	15%	58%

Overall Standard Achievement: Pie Chart

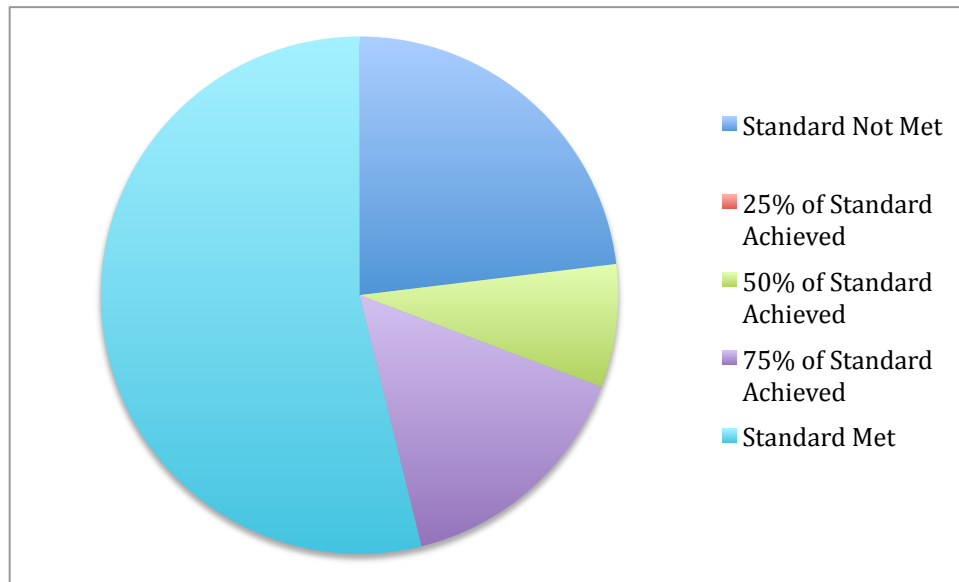


Figure 1.1

Overall Standard Achievement: Bar Graph

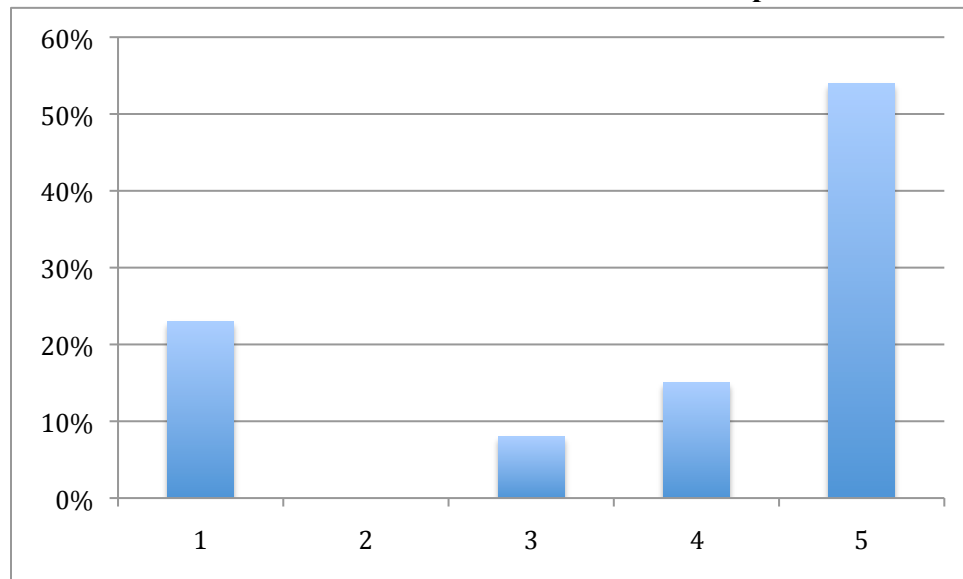


Figure 1.2

Discussion/ Recommendations

The data supports that just about half of the standards are being totally met. Due to the fact that the goal this audit tool is designed to gauge the compliance of the retail area of Welch Café, there is no numerical value that defines success. For the purposes of

this discussion, success will be defined in terms of equal to or more than half (50%) of standard is met.

81% of total goals were met in the CREATION Health Audit done in Welch Café. In contrast only 19% of all evaluated areas did not sufficiently meet criteria. That being said, it can be concluded that Welch Café is sufficiently meeting the standards of CREATION Health initiative to promote healthy living.

A confounding variable that may have skewed the results of this audit is the transition into implementing a new health initiative as stated by Martin. This may have affected results due to the fact that concepts such as the traffic light method are in the middle of being phased out and replaced with another program.

In the comments for each section of the audit (appendix C & D), it can be viewed why standard of anything less than completely achieved was not met. For the items that were not met, the following chart lends to recommendations that can be done in order to improve and better meet the goals.

Section	Comment	Improvement Suggestion
1.1.2 Lighting - Evidence that lighting is used to effectively support a healthy nutrition platform	Not being done at this point	N/A; This is not being done.
Section	Comment	Improvement Suggestion
1.1.3 Recipe Book Available (BOH) - Evident that recipes are being followed	Recipe book is available, but it was located in the Chef's office, where it was not being used by kitchen staff.	Ensure that recipe books are located in the areas that meal items are being cooked so employees do not have to search for it.
Section	Comment	Improvement Suggestion
1.1.4 Portion Control - Evident that serving sizes are in compliance	Portion control utensils are being used, but majority of scooped meal items were observed to be over portioned (multiple scoops).	Improve training and education in order to obtain better portion control.

Section	Comment	Improvement Suggestion
1.1.6 Staff Training- Evidence that the staff is trained and can articulate infrastructure items such as recipes and portion control	Staff training materials are available, but there are no trainers currently assigned for training new hires. Current staff trains new hires. Therefore, there is no regulation towards information new employees get.	Train staff members to be trainers based off of a standardized training manual so that new employees are not learning inappropriate behaviors from veteran staff members.
Section	Comment	Improvement Suggestion
1.2.5 Patient Menu Standardization - Evidence that a system-wide patient menu is being utilized for consistency in healthy menu offerings	Not all campuses on the same menu yet	N/A; This is currently in progress
Section	Comment	Improvement Suggestion
2.1.1 Sound - Evidence that music or sound is used effectively to set a calm and relaxed mood	Sound is not audible consistently	Improve the control over the volume of the sound system in the dining room, as well as in the service area.
Section	Comment	Improvement Suggestion
2.1.8 Functioning Equipment - Evidence that equipment and facilities are kept in repair and in working order	Management states that there are work orders in on a few pieces of equipment	N/A; Unavoidable
Section	Comment	Improvement Suggestion
2.1.9 Promoting Dining In - Evidence that dining in is promoted and supported	All food is served in to-go containers. Dine-in utensils are only provided by request at Lakeside Café.	Bring in paper products such as plates and bowls for those who want to dine in. It is better for the environment than using the current foam containers, and more inviting/ welcoming for dining in.
Section	Comment	Improvement Suggestion
2.2.1 “Fit Food Forward” - Evidence that healthier choices are more readily accessible and less healthy choices are downplayed, moved to less visible locations, or removed	The first food items that are visible upon entering Welch Café is the pizza and pasta bar	While putting fruit where pizza and pasta is located was experimented with, healthy promotion, such as information that a fruit and salad bar are available, could offset the unhealthy message being promoted by pizza and pasta being the most visible food item.

Section	Comment	Improvement Suggestion
2.2.2 Healthy Influence- Evidence that the Traffic Light method is incorporated as a basic guide to customers for food choices.	While remnants of the Traffic Light method are still around the café, the method is not actively being used.	The traffic light method should be reimplementation or removed. The signage is useless when not an active promotion.
Section	Comment	Improvement Suggestion
2.2.3 Message Training - Evidence that staff is trained and can articulate the “Traffic Light” concept and additional healthy nutrition marketing and messaging concepts	Upon asking an employee about the Traffic Light method, they were completely unaware of its existence.	Remove traffic light promotion or implement and train employees.
Section	Comment	Improvement Suggestion
2.2.4 Influential Messaging - Evidence that displays are used to identify and influence healthy options	Evidence of the Traffic Light method still remains around Welch.	While the traffic light method is not being used, it does serve as a reminder to make healthy choices. Better signage could be used to support this that is relevant.
Section	Comment	Improvement Suggestion
2.2.5 Nutritional Information Provided - Evidence that customers are informed of availability of additional nutritional information	The nutritional facts are located in CBORD and can be retrieved by management, but it is not readily available to customers.	A nutrition facts book should be located by the registers for all items served for easy access to customers to reference nutritional.
Section	Comment	Improvement Suggestion
2.2.6 Educational Messaging - Evidence that customer education is used effectively	Customer education is not effectively used in Welch Café	Develop a program that promotes healthy eating and train employees on it.
Section	Comment	Improvement Suggestion
2.2.10 Technology - Evidence that technology, such as electronic displays, barcode scanners, kiosks and NetNutrition are used effectively to promote healthy nutrition	Electronic displays are planned to be implemented in the future, but are not currently being used.	N/A; This is in progress.

Section	Comment	Improvement Suggestion
2.3.2 Cooking Demonstrations - Evidence that cooking demonstrations and tastings are utilized to further engage customers and promote healthy nutrition	Cooking demonstrations are not done, but tastings are occasionally.	N/A; Cooking demonstrations are not currently being done.
Section	Comment	Improvement Suggestion
2.3.3 A Taste for Learning- Evidence that A Taste for Learning programs are being offered at least on a monthly basis	Taste for learning programs are not offered monthly	N/A; Currently not being done
Section	Comment	Improvement Suggestion
2.3.4 Customer Interactions - Evidence that other “face to face” education opportunities such as “Ask a Chef” or “Ask a Dietitian” are utilized to enhance the healthy nutrition platform	Suggested customer interaction opportunities are not offered	Make these opportunities available; communicate with other departments to see their willingness to participate in customer education interactions to promote wellness.

Conclusion

While it is evident that there is plenty of room for improvement, overall Welch Café is doing well at sufficiently meeting standards of the CREATION Health retail audit. Because of the fact that CREATION Health is a part of Florida Hospitals mission to promote wellness, it is advisable to continue to audit Welch Café’s retail center for its adherence to these principles. Once the new health initiative that the Café is moving towards is implemented, the audit tool should be revised and used in order to see its effectiveness. Doing this would improve audit results, based on the fact that many criteria were not being met or used because of the transitional point the café is currently in.

References

CREATION Health. (n.d.). Retrieved from

<https://www.floridahospital.com/CreationHealth>

Ryan, P. (2013). Cook up a healthy eating program. *Functional U*, 11(1), 8-12.

Steinman, A. (2016). THE CONTINUED IMPORTANCE OF COMPLIANCE

AUDITING: SHIFTS IN SCOPE PROVIDE INCREASED VALUE To address the changing EHS landscape, auditing practices must broaden in scope and shift focus in order to effectively measure compliance while delivering reasonable returns on the investment. *EHS today*, (10). 29.

Appendices

Appendix A.....Pie Carts: 6 Subcategories

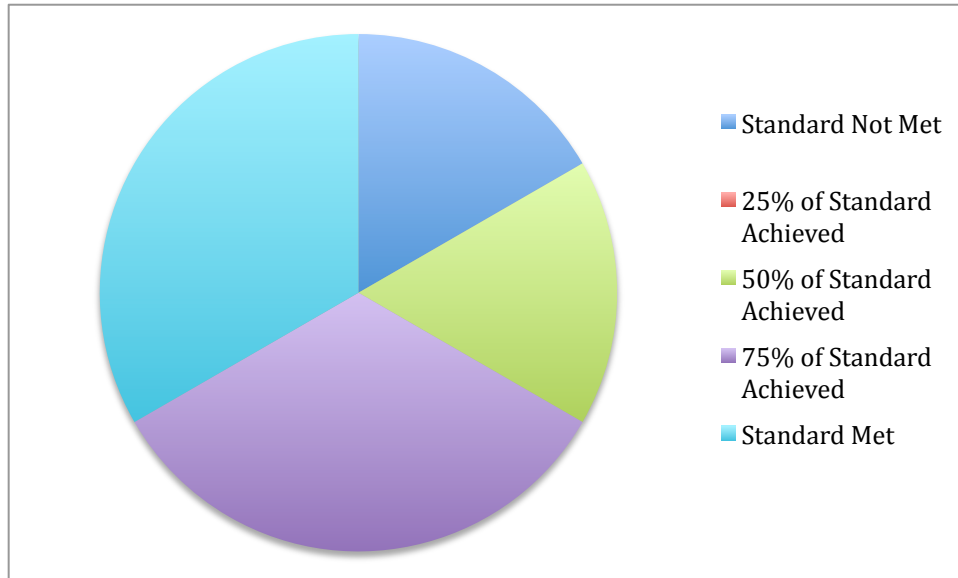
Appendix B.....Pie Charts: Infrastructure/Environment

Appendix C.....Audit Tool Evaluation: Infrastructure

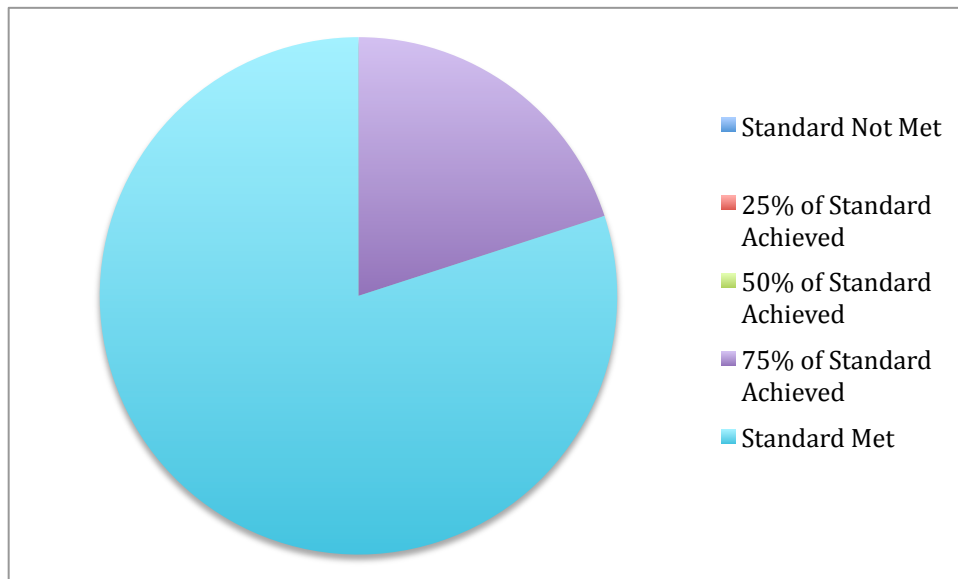
Appendix DAudit Tool Evaluation: Environment

Appendix A

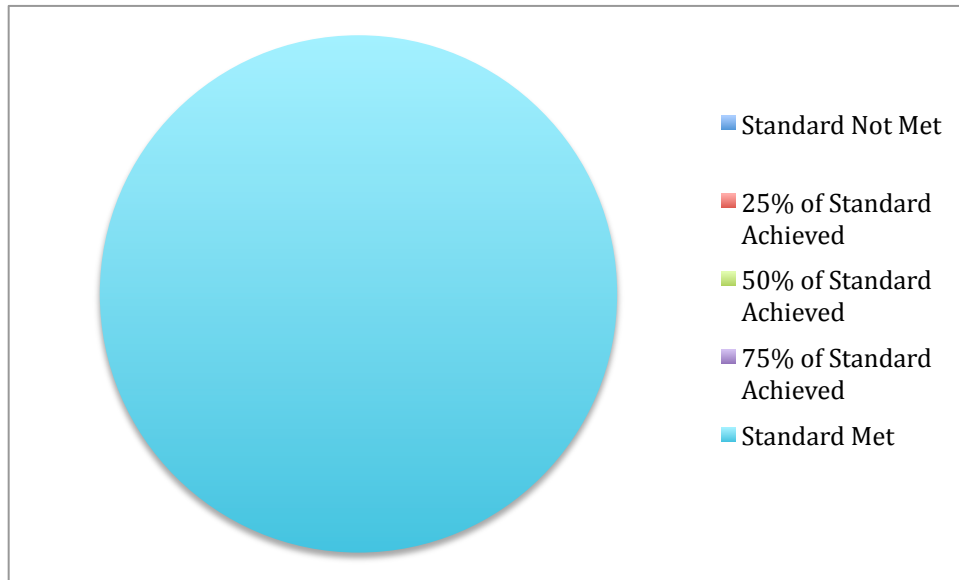
Recipe Compliance



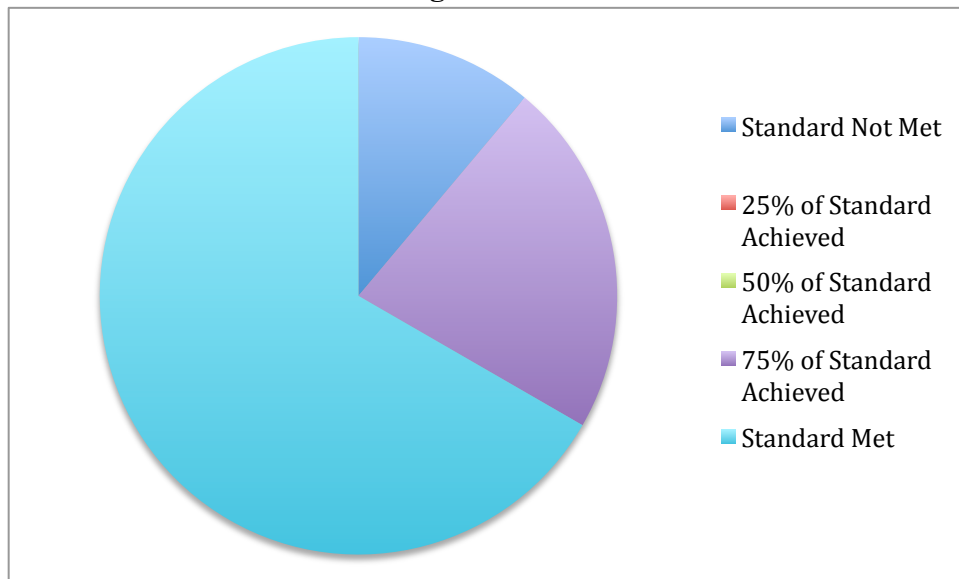
Product Standardization



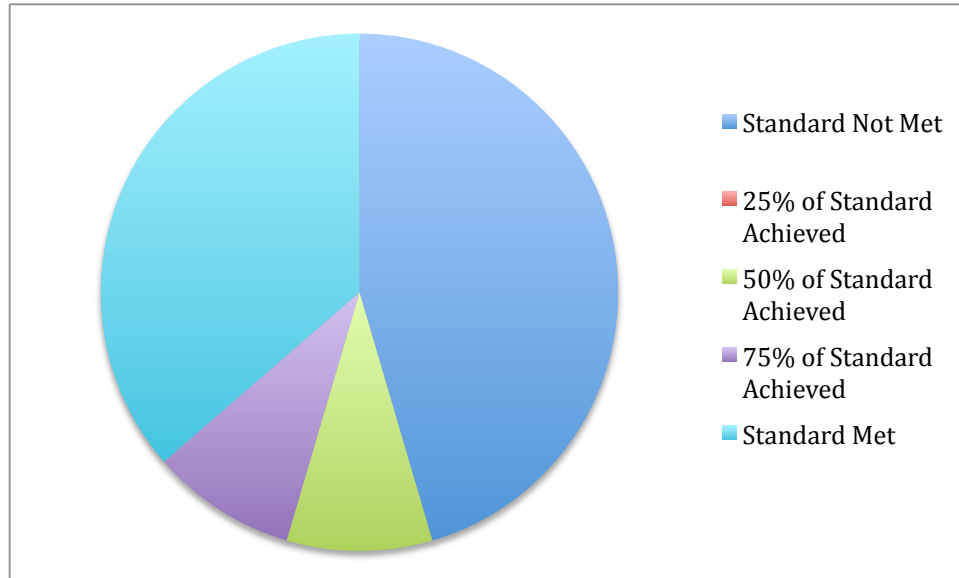
Accountability



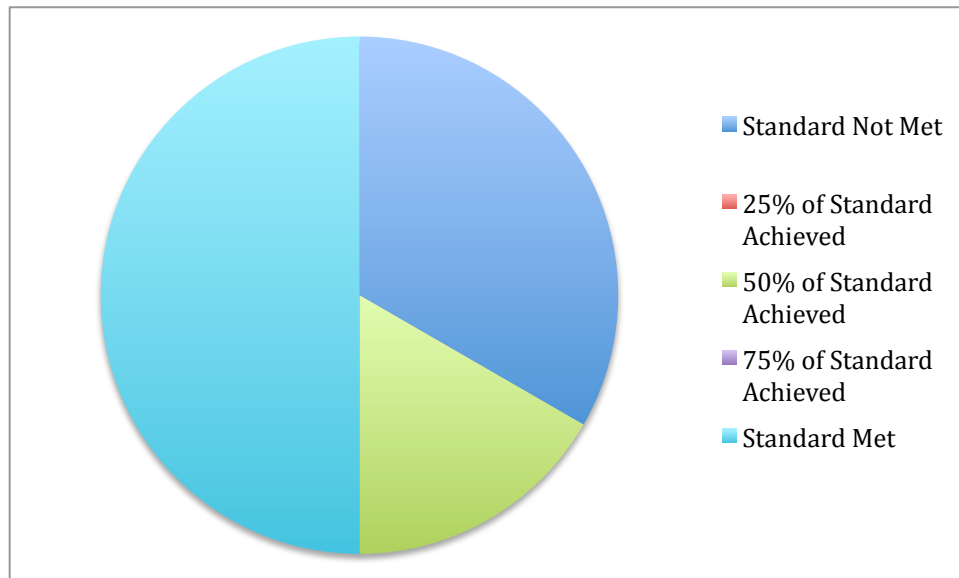
Inviting Environment



Informative Environment

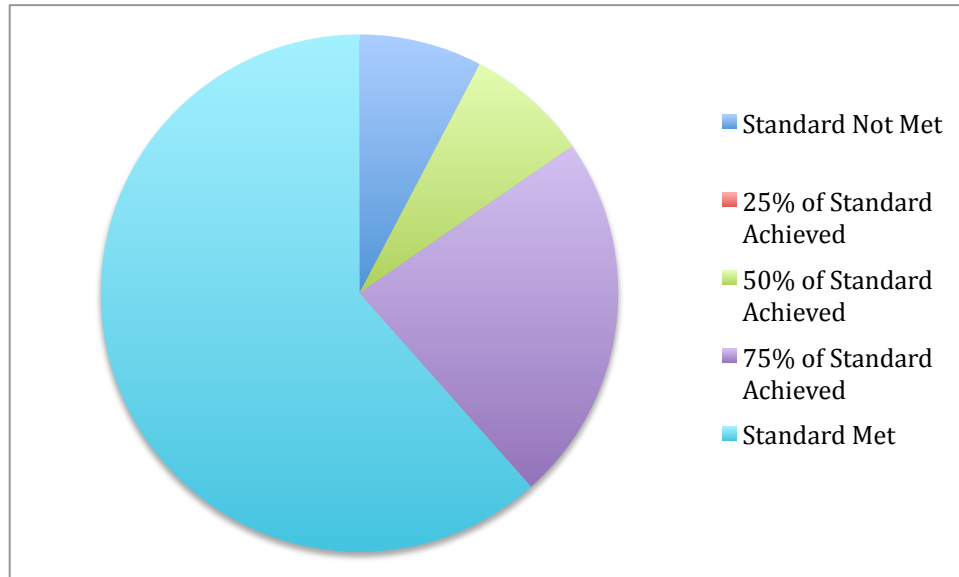


Interactive Environment

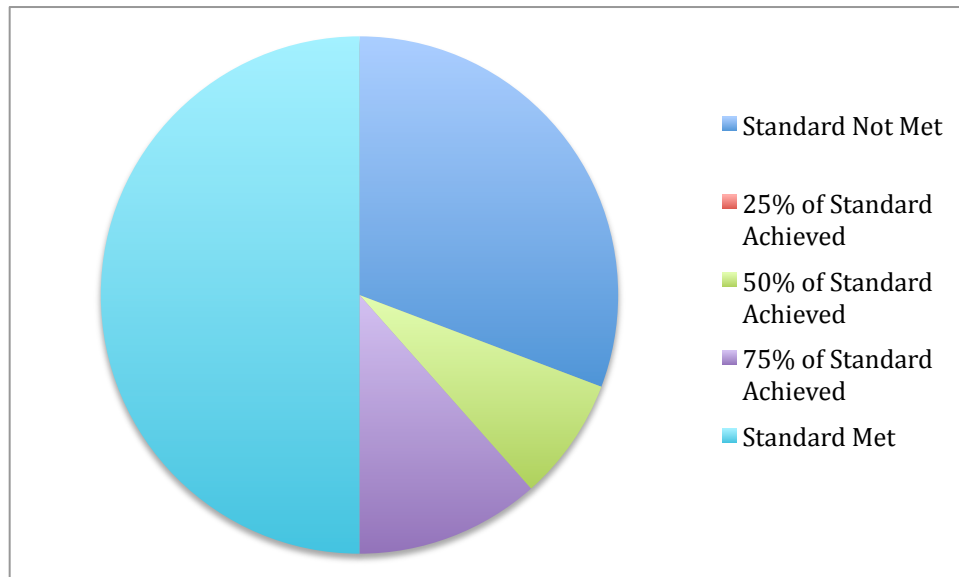


Appendix B

Infrastructure



Environment



Appendix C: Infrastructure

1.1 Recipe Compliance	Standard Not Met	25% of Standard Achieved	50% of Standard Achieved	75% of Standard Achieved	Standard Met
1.1.1 Recipe Compliance - Evidence that all recipes are in CBORD/ Food Processor					✓
1.1.2 Healthy Nutrition Recipe Training and Certification - Evidence that every retail foodservice area has at least one oversight position (chef, supervisor or manager) trained and certified in Healthy Nutrition Recipe concepts	✓				
1.1.3 Recipe Book Available (BOH) - Evident that recipes are being followed				✓	
1.1.4 Portion Control - Evident that serving sizes are in compliance				✓	
1.1.5 Nutrition Information Manual (FOH) - Evidence that nutrition information can be provided upon request					✓
1.1.6 Staff Training- Evidence that the staff is trained and can articulate infrastructure items such as recipes and portion control			✓		

Comments:

1.1.2- Not being done at this point.

1.1.3- Recipe book is available, but it was located in the Chef's office, where it was not being used by kitchen staff.

1.1.4- Portion control utensils are being used, but majority of scooped meal items were observed to be over portioned (multiple scoops).

1.1.6 Staff training materials are available, but there are no trainers currently assigned for training new hires. Current staff trains new hires. Therefore, there is no regulation towards information new employees get.

1.2 Product Standardization	Standard Not Met	25% of Standard Achieved	50% of Standard Achieved	75% of Standard Achieved	Standard Met
1.2.1 Food Production Center - Evidence that the Food Production Center utilizing is being maximized					✓
1.2.2 Outside Vendors - Evidence that products from outside vendors are standardized where applicable					✓
1.2.3 Pricing Strategy - Evidence that pricing strategy is standardized across like items					✓
1.2.4. Healthy Catering Menu Standardization- Evidence that a system - wide catering menu is being used for consistency in healthy menu options and pricing.					✓

1.2.5 Patient Menu Standardization - Evidence that a system-wide patient menu is being utilized for consistency in healthy menu offerings				✓	
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Comments:

1.2.5 – Not all campuses on the same menu yet

1.3 Accountability	Standard Not Met	25% of Standard Achieved	50% of Standard Achieved	75% of Standard Achieved	Standard Met
1.3.1 Assessment and Review - Evidence of Audit Tool being utilized					✓
1.3.2 Performance Improvement - Evidence of ISO 9001 methodology being applied using PDSA					✓

Comments:

None

Appendix D: Environment

2.1 Inviting Environment	Standard Not Met	25% of Standard Achieved	50% of Standard Achieved	75% of Standard Achieved	Standard Met
2.1.1 Lighting - Evidence that lighting is used to effectively support a healthy nutrition platform					✓
2.1.1 Sound - Evidence that music or sound is used effectively to set a calm and relaxed mood				✓	
2.1.3 Decor - Evidence that decor, colors, and use of nature promote a calm, relaxing mood					✓
2.1.4 Uniforms - Evidence that dress code is consistent and enforced					✓
2.1.5 Unused Equipment - Evidence that no useful area or equipment appears to be empty or neglected					✓
2.1.6 Cleanliness- evidence that sanitation and cleanliness standards are in compliance					✓

2.1.7 Clutter- Evidence that clutter has been minimized or eliminated					✓
2.1.8 Functioning Equipment - Evidence that equipment and facilities are kept in repair and in working order				✓	
2.1.9 Promoting Dining In - Evidence that dining in is promoted and supported	✓				

Comments:

2.1.2 – Sound is not audible consistently

2.1.8- Management states that there are work orders in on a few pieces of equipment

2.1.9- All food is served in to-go containers. Dine-in utensils are only provided by request at Lakeside Café.

2.2 Informative Environment	Standard Not Met	25% of Standard Achieved	50% of Standard Achieved	75% of Standard Achieved	Standard Met
2.2.1 “Fit Food Forward” - Evidence that healthier choices are more readily accessible and less healthy choices are downplayed, moved to less visible locations, or removed				✓	
2.2.2 Healthy Influence- Evidence that the Traffic Light method is incorporated as a basic guide to customers for food choices.	✓				
2.2.3 Message Training - Evidence that staff is trained and can articulate the “Traffic Light” concept and additional healthy nutrition marketing and messaging concepts	✓				
2.2.4 Influential Messaging - Evidence that displays are used to identify and influence healthy options			✓		
2.2.5 Nutritional Information Provided - Evidence that customers are informed of availability of additional nutritional information	✓				

2.2.6 Educational Messaging - Evidence that customer education is used effectively	✓				
2.2.7 Service Training - Evidence that the staff has been trained in and is using scripting and other positive customer service techniques to support and promote health nutrition.					✓
2.2.8 Marketing Materials - Evidence that marketing materials are being utilized to promote healthy nutrition					✓
2.2.9 Healthy Promotions - Evidence that healthy nutrition is promoted through FHTV News and other communication methods					✓
2.2.10 Technology - Evidence that technology, such as electronic displays, barcode scanners, kiosks and NetNutrition are used effectively to promote healthy nutrition	✓				
2.2.11 Vending - Evidence that healthier vending options are available and easily identified					✓

Comments:

2.2.1- The first food items that are visible upon entering Welch Café is the pizza and pasta bar

2.2.2- While remnants of the Traffic Light method are still around the café, the method is not actively being used.

2.2.3- Upon asking an employee about the Traffic Light method, they were completely unaware of its existence.

2.2.4- Evidence of the Traffic Light method still remains around Welch.

2.2.5- The nutritional facts are located in CBORD and can be retrieved by management, but it is not readily available to customers.

2.2.6- Customer education is not effectively used in Welch Café

2.2.10- Electronic displays are planned to be implemented in the future, but are not currently being used.

2.3 Interactive Environment	Standard Not Met	25% of Standard Achieved	50% of Standard Achieved	75% of Standard Achieved	Standard Met
2.3.1. Cultural and/or Special Events- Evidence that special events are utilized to strengthen and support customer relationships and loyalty					✓
2.3.2 Cooking Demonstrations - Evidence that cooking demonstrations and tastings are utilized to further engage customers and promote healthy nutrition			✓		
2.3.3 A Taste for Learning- Evidence that A Taste for Learning programs are being offered at least on a monthly basis	✓				

2.3.4 Customer Interactions - Evidence that other “face to face” education opportunities such as “Ask a Chef” or “Ask a Dietitian” are utilized to enhance the healthy nutrition platform	✓				
2.3.5 Farmers Markets - Evidence that Farmers Markets are utilized no less than quarterly to capture and engage the “food emotions” of our customers					✓
2.3.6 Loyalty/Rewards - Evidence that loyalty cards or other rewards programs are used to promote healthy nutrition					✓

Comments:

2.3.2- Cooking demonstrations are not done, but tastings are occasionally.
2.3.3-Taste for learning programs are not offered monthly
2.3.4- Suggested customer interaction opportunities are not offered