Emerging Dining Trends in Long-Term Care

Thanks for joining us! The webinar will begin shortly.
Be sure to download the white paper by clicking on the document link in the text chat box.

About the Foundation

- Philanthropic arm of the Association of Nutrition & Foodservice Professionals (ANFP)
- Organized to advance the foodservice and nutrition profession to stay ahead of rapid change by fostering innovative thinking, cutting-edge research and new ideas.
- Our highest priority is research and education for the future.
- Raise the value and visibility of the CDM credential, and to position the Certified Dietary Manager as the expert in foodservice management and food safety.

About the Foundation

- The new and improved NFEF is more RELEVANT than ever before.
- NFEF provides VALUE for all of those it serves.
- NFEF is an innovation center, shining a light on the FUTURE of the nutrition and foodservice profession.
- THANK YOU to our donors and Founding Corporate Partners for their generous support.
About Technomic

Technomic is the leading fact-based consulting and research firm serving the food industry. For over 45 years we’ve been tracking trends, advising clients, and publishing key industry reports. Technomic is renowned for its fact-based, uncompromising approach to consulting and decades of industry experience.

Bob Goldin is an Executive Vice President of Technomic, Inc. and Director of Research & Consulting Division.

Background on study

- Assess current and future role of foodservice
- Determine implications for stakeholders
- Extensive original research
  - 500 residents
  - 500 family members
  - 400 ANFP members
  - ANFP and NFEF board members

Key Findings: Current Situation
**Key finding #1**

A “typical” facility has these characteristics:
- 59% are part of system
- 55% are for profit
- 54% have ≥ 100 beds

**Key finding #2**

Foodservice is primarily self-operated (88%) and CDMs are the most prevalent foodservice position.
- 82% have no executive chef*
- 76% have no dietitian*

* On a full-time basis

**Key finding #3**

Commonalities among foodservice include:
- Patient/resident tray and room service
- Centralized dining areas with wait staff or cafeteria service
- Designated meal periods
- Fairly limited choices
- 3 to 5-week rotating menus
Key finding #4

ANFP members see these as the most important current foodservice trends:

- Freshness
- Low sodium
- Better for you
- Unique menu items
- Fortified
- Low/no sugar

They are seeking products that meet these trends while maintaining or lowering food costs.

Key finding #5

For residents and family members, foodservice is one of the most important decision-making factors.

- 90% say it’s very important/important

Key finding #6

Residents are generally satisfied with their facility’s foodservice, but want:

- More choice
- Products that taste good and are healthy
Key Findings: Future Outlook

Key finding #1
ANFP members realize resident demographics and food preferences are changing significantly.

- Younger population
- More “food-centric”

They see greater demand for:
- Authentic ethnic
- Grab-and-go
- Local sourcing
- Organic/natural
- Snacking
- “Green”

Key finding #2
The need to commercialize foodservice is widely recognized – the model will shift from “medical” to “neighborhood.”

<table>
<thead>
<tr>
<th>Medical</th>
<th>Neighborhood</th>
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<tbody>
<tr>
<td>Centralized kitchen</td>
<td>Cross-trained staff</td>
</tr>
<tr>
<td>Common dining area</td>
<td>Localized kitchens</td>
</tr>
<tr>
<td>Limited offerings</td>
<td>Localized dining</td>
</tr>
<tr>
<td>Set times</td>
<td>Wide variety</td>
</tr>
<tr>
<td>“Foodservice” staff</td>
<td>Flexible times</td>
</tr>
</tbody>
</table>
Key finding #3

To meet changing resident needs, ANFP members expect to see more:
- Carts/kiosks
- Snack shops
- Alcohol service
- C-stores
- Food courts

Key finding #4

Despite the pending changes, a majority of LTC facilities do not plan to add staff, specialists, outside services or make significant investments due to budget constraints.
- “Fight harder” for funds
- Cross-train staff

Implications

- Resident needs are changing.
- Foodservice will play an even greater role in decision-making and satisfaction.
- Foodservice has to evolve.
- CDMs are critical.
- Trends will greatly impact menu, preparation methods, facility design, and staffing.
- Investment is required.
- Suppliers can be a valuable resource.
Next steps

• Phase I
  – Original cutting-edge research, outlined key findings of resident preferences, emerging dining trends and an assessment of implications.
  – Share data with industry
    • ANFP programming
    • Allied organization collaboration

Next steps

• Phase II
  – Identify and showcase innovation in senior living facilities currently implementing operations that address these data-driven trends
  – Expose these strategic and tactical implementations and elevate as industry best practices.
  – Ultimately, advance the culture of innovation among senior living foodservice professionals

Foundation Initiatives

• Education & Research to elevate the CDM credential
  – Develop long-term research roadmap
  – Serve as the profession’s innovation center
  – Increase scholarship support
  – Deliver more educational value and resources to prepare for tomorrow
  – Identify partnerships to strengthen the industry
  – Advance and support the entire profession
About the CDM|CFPP

- The CDM|CFPP is the cornerstone of the collaborative dietetics profession and delivers value in today’s complex foodservice environment.
  - Having a CDM|CFPP on staff, gives your operation a competitive advantage over those that do not
  - You show a commitment to hiring personnel with the highest levels of professional practice
  - Demonstrates ongoing validation of knowledge and experience in foodservice management, human resource management, nutrition and food safety
  - Validates mastery of specialized skills, including problem solving and critical thinking

About the CDM|CFPP

- The CDM|CFPP credential is...
  - Respected – Employers seek to hire CDM|CFPPs
  - Valued – CDM|CFPPs recognized by surveyors as an essential employment qualification
  - Focused – on the critical skills needed in an ever-changing foodservice environment
  - Convenient – a self-selected credential earned through testing offered in more than 190 testing centers

Questions?

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Visit [www.NFEFoundation.org](http://www.NFEFoundation.org) for updates

THANK YOU to our donors and Founding Corporate Partners for their generous support.

If interested in opportunities to partner with NFEF, please contact Kate Dockins, Executive Director, kdockins@ANFPonline.org