

1. TQM / PI Outline

Cut and paste these questions on a new word document. Complete the outline and add it to your portfolio.

- What is the written plan for monitoring, measuring, and improving quality in food service? **PI through the hospital is labeling and dating. 20 observances a month. Daily, throughout the week managers and supervisors walk through each department of the kitchen?**
 - Is there a specific employee that is managing the PI / TQM process in the food service department? **FSD**
 - How often does the food service department meet to discuss TQM? **quarterly**
 - What are the departments plans to monitor services? **Patient rounding, test trays, HCAP scores/verbatim comments/feedback.**
 - List the food service topics that are routinely monitored. **Temperature, plate waste, labeling/dating, hygiene, storage techniques, safety/sanitation**
 - When does the hospital wide TQM meeting take place? Monthly or bimonthly? **Monthly**
 - Are there continuing education or staff development plans for the staff? **Chat program (continuing education), CE's through ALC and the hospital trainings.**
 - How are the employees "empowered"? **Asked for input, given the opportunity to create their own schedules, opportunity to advance careers with morrison**
 - Are there any rewards or recognition for staff's input? **GEM award program, which gives an incentive**
2. Coordinate and direct a team that is completing a PI / TQM monitor. Include the monitoring tool, results and action plan. (Results should be presented in MS Excel)
3. Complete a productivity study addressing an issue decided on between the intern and preceptor. Calculate at least three measures of labor productivity. Submit the results to your preceptor with a plan for intervention if needed.
4. Complete a research project by completing a Quality Management Study or Patient Satisfaction Survey, Plate Waste Study, Sensory Evaluation, OR a Time and Temperature Study, etc. Collect your data and provide qualitative / quantitative results using statistical software if possible. Write your outcome study as a research paper including:
- Background
 - Methods
 - Results (narrative and in a table format)
 - Discussion

Submit the project to your preceptor or appropriate committee and obtain his / her feedback. [The APA Formatting and Style should be adhered to.]