

Alicia Blaine

10/28/21

MS/DI FSM

Activity Log

Performance Indicator	CPE Activity Type	Activity Title	Activity Provider	CPE Units	Activity Date	How did you use the knowledge, skill judgement, and attitude acquire from this learning activity?
1.2.4. Seeks timely and appropriate advice and guidance to provide optimal service		Works within personal and professional limitations and abilities	MTH	20+	8/27/21-10/28/21	Worked under Kaleena Lewis, the FSM at Moses Taylor. Consulted with her various times to ensure that I was properly managing staff, operating the kitchen, and serving patients.
1.3.3 Builds rapport and trust within the relationship while respecting boundaries		Apply customer centered principles in practice	MTH	5+	8/27/21-10/28/21	Throughout my time at MTH I personally visited patients to ask how the service was. This gave the patients an opportunity to share how they felt about the taste, timeliness and efficiency of the food service operations at MTH and it also provided them with a personal experience that built rapport and trust.
6.1.1 Recognizes and identifies systems errors and risk reduction measures.		Leads, manages and/or participates in QM and customer satisfaction	MTH	8+	8/27/21-10/28/21	I performed an operation safety and sanitation audit to assess system errors and risk reduction measures. The form I used provided space

		activities to improve delivery of services				for corrective action plans which established my goals for improving the quality of service.
6.1.3 Establishes goals for improving quality of services provided		Leads, manages and/or participates in QM and customer satisfaction activities to improve delivery of services	MTH	5+	8/27/21-10/28/21	I performed an operation safety and sanitation audit to assess system errors and risk reduction measures. The form I used provided space for corrective action plans which established my goals for improving the quality of service.