

Project Title

Easy Chew Roti: Bread for Easy to Chew Diet

Project Lead and Members

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Organisation(s) Involved

Yishun Community Hospital

Healthcare Family Group(s) Involved in this Project

Allied Health

Applicable Specialty or Discipline

Nutrition & Dietetics; Food Services

Project Period

Start date: April

Completed date: October

Aims

To provide bread for patients who do not have swallowing problems but prefer softer food

Background

See poster attached

Methods

See poster attached

Results

See poster attached

Lessons Learnt

See poster attached (Reflections)

Conclusion

See poster attached

Additional Information

Accorded the Clinical Experience Improvement Award – Team Award (Silver) at AIC's
Community Care Excellence Award (CCEA) 2023

Project Category

Care & Process Redesign

Value Based Care, Patient Satisfaction, Productivity, Time Saving

Keywords

Dysphagia, Texture Diet, Soft Diet

Name and Email of Project Contact Person(s)

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Easy Chew Roti: Bread for Easy to Chew Diet

Yishun Community Hospital

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Introduction/Background

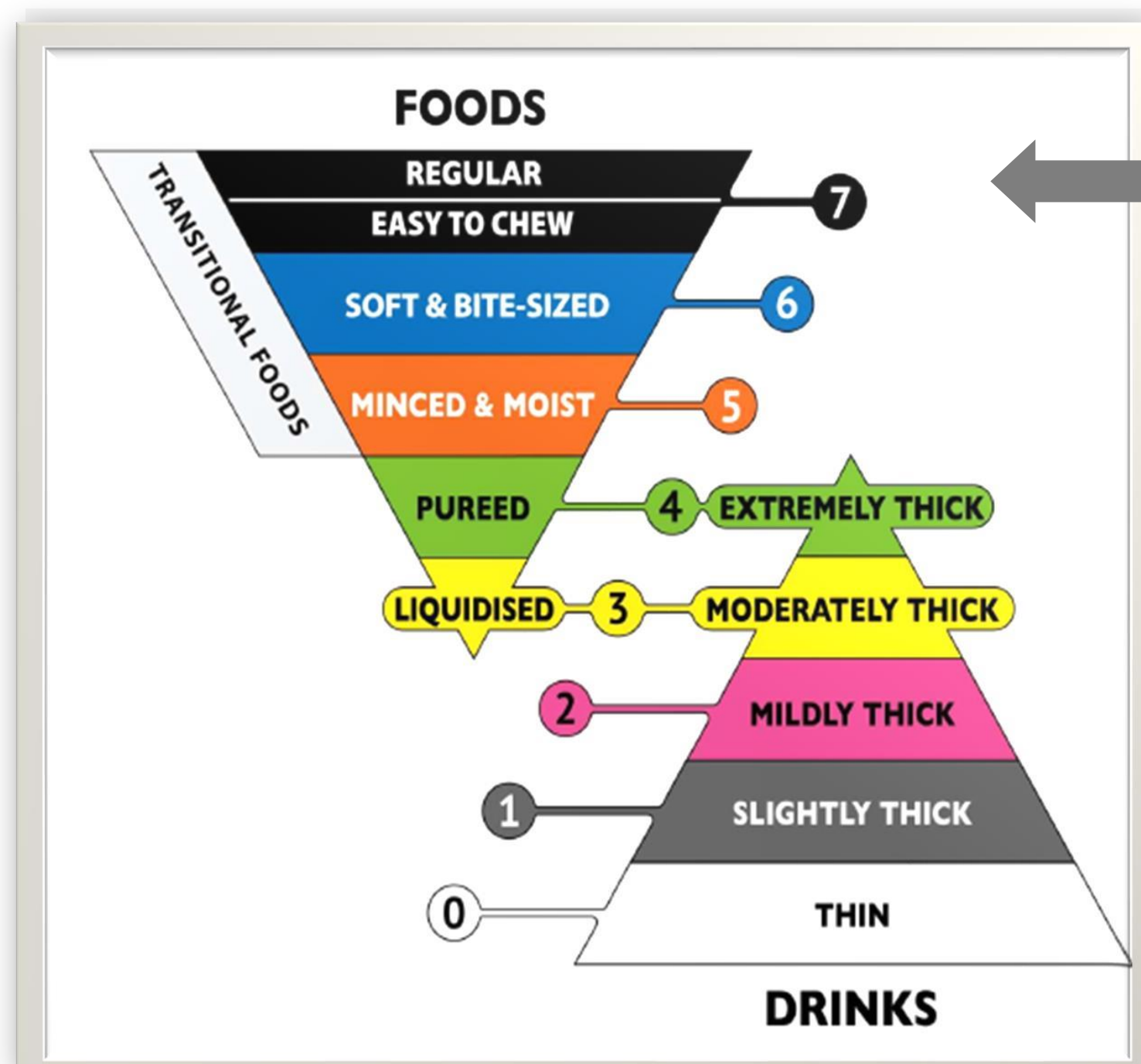
Yishun Health (YH) adopted the International Dysphagia Diet Standardisation Initiative (IDDSI) guidelines since 2019. Based on this new framework, only patients who are able to eat Level 7 Regular texture diet will have bread as an option in the menu. However, **bread is not available for those on softer diet texture but do not have swallowing problems (or dysphagia).**

Goal/Objective

The aim of this project is to provide bread for patients who do not have swallowing problems but prefer softer food.

Problem Analysis

- For patients who do not have dysphagia but prefer softer food and requested for bread, a dietitian needs to "special order" the bread in the Electronic Meal Ordering System (EMOS) and inform Food Services (FS) to provide bread for these patients.
- As the requests and orders may be done at various time of day this caused **delay of food delivery or missed orders if the dietitian did not verify the order in time.** FS has been instructed to withhold foods that are not suitable for the respective diet texture unless otherwise specified, as this may have safety implications for patients.



IDDSI Easy to Chew, a subcategory of Level 7, describes softer foods within Regular texture. Patients who receive Easy to Chew diet falls into two general groups:

- Those without dysphagia but choose to eat softer food
- Those with mild dysphagia as assessed by Speech Therapist (ST)

Patient Feedback Group Tiger Text (TT): Patient on 'Easy to Chew diet' requesting for bread especially during breakfast

Implementation Plan

ACT

- ADOPT
- Bread is included as a permanent food option for breakfast, lunch and dinner for Easy to Chew diet, available for order in EMOS

PLAN

- Bread is made available for patients who has no dysphagia but prefers softer food

7 DO

- Speech Therapists (ST), Dietitians and Food Services (FS) conducted audit of texture modified diets in March 2022
- During audit, team tested texture of bread
- ST recommended that steamed bread without crust is suitable for Easy to Chew diet
- Chefs conducted further testing and training to ensure consistent preparation of bread in April 2022

STUDY

- Data collection of communication messages between dietitians and FS related to patient's request for bread collected from 18/4/2023

Breakfast options in EMOS

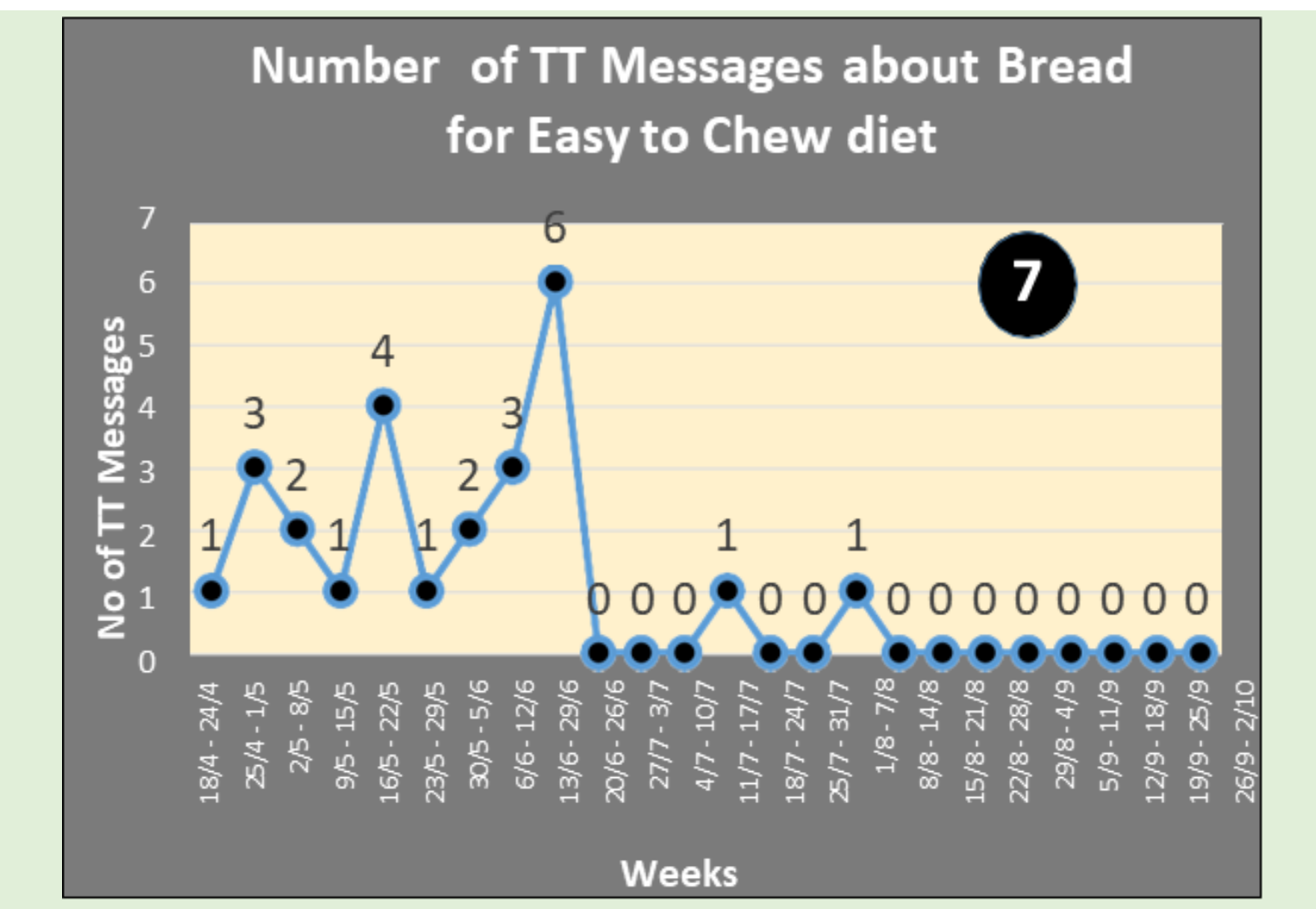
- EZ Chew Yam Cake w/ Sweet Soya Sauce (1800/2000)
- Fish Porridge (1200/1500)
- Flavoured Oats (1800/2000)
- Wholemeal Bread w/Margarine & Jam (No Crust) (1200/1500)

Rice (for lunch and dinner) options in EMOS

- 3 Slices of Wholemeal Bread (no crust) (1200/1500)
- Porridge (1800/2000)
- Soft Rice (1800/2000)

Benefits/Results

- 1. Patient Satisfaction**
 - The number of messages via TT group about 'bread' were reduced to **ZERO**
 - The patients verbalized that they were happy to have bread as part of the menu choices.
 - There was no delay of meals due to waiting for dietitian to order the bread



- 2. Time Saved**
 - Simplified workflow with removal of unnecessary steps in before project (refer to diagram-1). Total time saved **440mins (6.6hrs)** per month

Nurse	Dietitian	Food Services	Total Time Saved
• Contact Dietitian	• Orders in EMOS – 10mins • Verify order -10mins • Attend to TT – 2min	• Send TT messages and wait for reply	• 1 patient = 40 mins • 10 patients = 440 mins = 6.6hrs per month
1= 8mins 10x8=80mins	1=22mins 10x22=220mins	1=10mins 10x10=100mins	

- 3. Staff Satisfaction**
 - Nurses can help patient select bread in EMOS.
 - Dietitian had less interruption with their work from answering to nurse call, attend to TT messages and verify orders.
 - Food Services staff had a simplified process for this group of patient requesting for bread.

Sustainability & Reflections

- Reflections:** Dietitians, speech therapists and Food Services worked together to address patients' concerns and diet requests, which lead to a more streamlined work process while meeting patients' needs. The team learned to listen to patients' voice while balancing the need to be vigilant about patient safety.
- Sustainability:** Bread without crust is now part of the menu planning for Easy to Chew diet in YCH. It is available as a breakfast option, and an alternative for rice at lunch and dinner. The team continue to identify patients' dietary concerns and have monthly discussions to address related issues.

