



# Why measuring the NMQ will matter

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3.5 million  
residential care places  
by 2050

40 – 70%  
residents malnourished \*

\* 2014 report by the Dietetic Association of Australia



↑ Morbidity

↑ Mortality

↓ Wound  
healing

↑ Infection

↑ Muscle loss

# 3 drivers

## digital transformation

Accreditation changes  
Reports to Government  
Consumer demand



## **Quality of Care Principles 2014**

### **Schedule 1— Care and services for residential care services**

**Part 1 — Hotel services — to be provided for all care recipients who need them**

1.10	Meals and refreshments	<p>(a) Meals of adequate variety, quality and quantity for each care recipient, served each day at times generally acceptable to both care recipients and management, and generally consisting of 3 meals per day plus morning tea, afternoon tea and supper;</p> <p>(b) Special dietary requirements, having regard to either medical need or religious or cultural observance;</p> <p>(c) Food, including fruit of adequate variety, quality and quantity, and non-alcoholic beverages, including fruit juice.</p>
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Meals  
Food and beverages  
of adequate variety,  
quality and quantity



	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Breakfast	Porridge	Porridge	Porridge	Porridge	Porridge	Porridge	Porridge
Hot Option							Scrambled Egg & Bacon
Morning Tea	Carrot Cake	Chocolate Mud Cake	Cinnamon Apple Tea Cake	Banana Cake	Cheese & Bacon scroll	Iced Cup Cakes	Dark Fruit Cake
Lunch Main	Meatballs With Gravy	Grilled Lamb Loin Chops	Roast Chicken & Gravy	Angel bay Beef Steak with Diane Sauce	Crumbed Fish	Grilled Chicken Rissole With gravy	Roast Pork With Gravy
Starch	Mashed potato	Mashed Sweet Potato	Roast Potato	Buttered Parsley Potato	Chips	Mashed Potato	Roast Potato
Vege	Carrots	Buttered Cabbage	Roast Pumpkin	Roast Sweet Potato	Colslaw	Carrots	Roast Pumpkin
	Beans	Cauliflower Morney	Broccoli	Peas		Peas	Broccoli
Dessert	Warm Apple Pie & Ice Cream	Warm Creamed Rice With Peaches	Strawberry Cheesecake & Ice cream	Fruit salad & Ice Cream	Pavlova with Strawberry coulis & cream	Peaches & Custard	Mango Pannacotta
Dinner Soup	Pea & Ham	Cream Of Tomat	Pumpkin	Sweet Potato & Spinach Soup	Chicken & Vegetab	Potato & Leek	Scotch Broth
Main	Tempura Fish	Bacon & Cheese Sausage Roll	With Mushroom Sauce	Egg & Bacon Pie	Zucchini & Bacon Slice	Spinach & Potato frittata	Savoury Omelette
Vege	Broccoli & Cauliflower Bake	Peas	Potato Gems	Garden Salad	Mashed Sweet Potato	Pumpkin Mash	Potato Gems
Cold meats	Sliced Ham	Chicken	Sliced Roast Beef	Sliced Ham	Chicken	Salmon	Sliced Roast beef

# REVIEW OF NATIONAL AGED CARE QUALITY REGULATORY PROCESSES

*By Kate Carnell & Prof Rob Paterson*

10 recommendations

Measurement, online comparison

Publishing outcomes

Consumer rights, unannounced visits

# LEGISLATED REVIEW OF AGED CARE 2017

*By David Tune*

38 recommendations  
Funding, place numbers  
Staff training



Compliance



Food Safety



Quality



**Regulatory  
Supply  
Board  
Culture  
Family  
Social Media  
.....**

**45 functional stakeholders**





Run  
My  
Process  
150,000 staff

Measures:  
Individual consumption  
Semi -automated  
Data capture  
Evidence



Adds Value:  
Supply  
Finance  
Compliance  
Staff efficiency  
Visibility to family



So how would that work for you?

# RunMyProcess.

a Fujitsu company

Connect People  
Software  
Things

## Fujitsu - Human Centric Innovation in society







# PaaS - Platform as a Service



End to end digital enabler

# Recording what and how much eaten

Authorities  
Management  
Staff  
Families

# Lead Indicator

Meal provided

Amount consumed

Waste

Popular menu items

% ordered off-menu



↑ Resident outcomes

↓ Staff burden

↑ Staff satisfaction

# Scorecard

Measurement

Evidence

Outcomes





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