

Decreasing Waste of ONS

Tina Schwebach, Clinical Nutrition Manager

Brittany Waddell, Lead-Clinical Dietitian

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AIM Statement

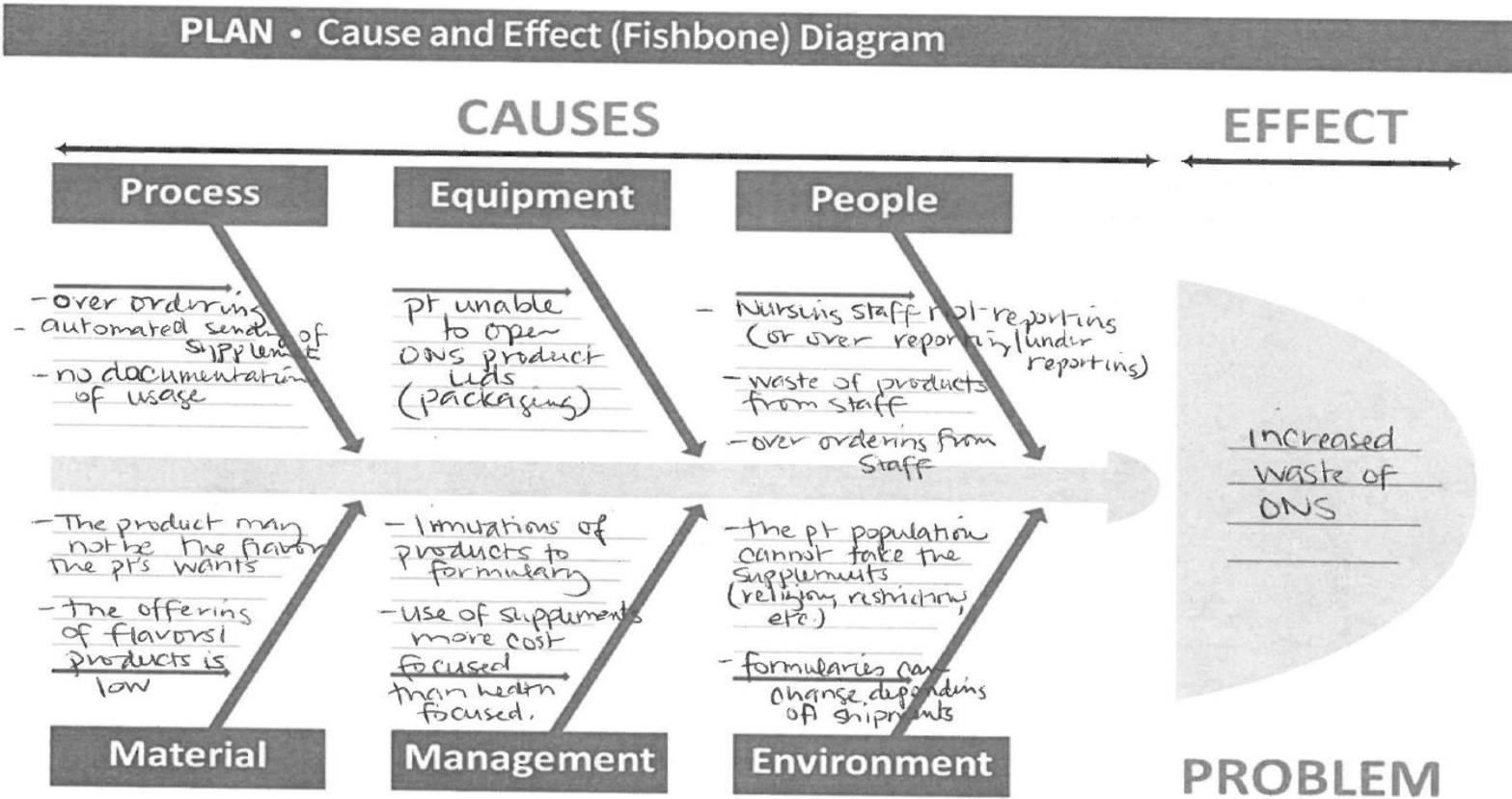
“Our Dietitians Quality Improvement Team will decrease waste of oral supplements (ONS) on all hospital units from 50% waste to 30% waste by December 5, 2018 with a projected date of March 30, 2019.”

Change Management

- **What was your experience with change management?**
Minimal change was noted, but more reinforcement to RD's that supplements are being over ordered and may need to adjust supplements after plate waste. I have been a part of many projects prior, and have seen changes put in place as a result.
- **Did the team need a great deal of change management?**
No. This should be a practice we all do for our patients (all staff)
- **How did you handle it?** Informing staff of decreasing supplements, or discontinuing them was of utmost importance. Talking regularly with staff about contacting RD's for supplement suggestions was warranted.

PLAN

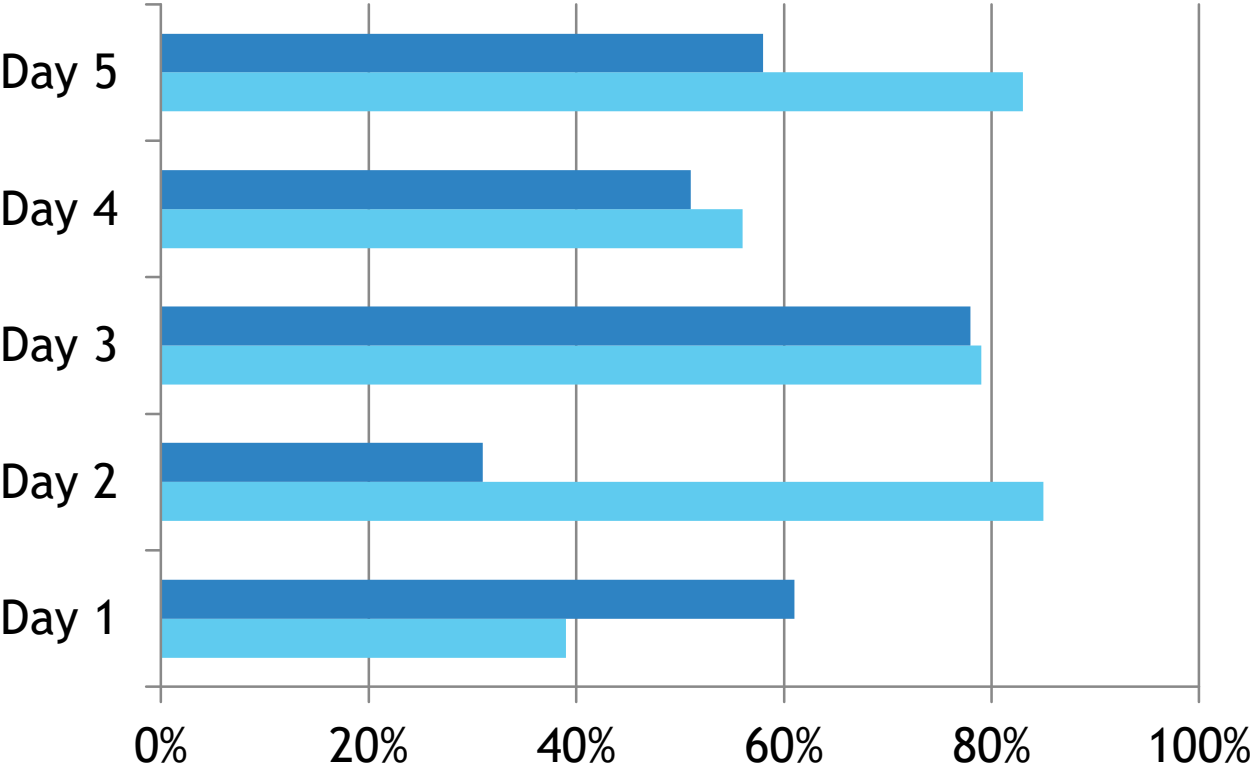
Fishbone Chart



Baseline or Collected Data

Total Waste: **68%**

Total on Tray percentage: 56%



■ On Tray Percentage
■ % Waste

DO

After a week of tray checks (total sample size of 71), RD noticed that many of the same supplements were not being consumed, and by the same patients (over ordering). RD did discontinue quite a few after discussing with patients at bedside.

- ▶ >56% of supplements were on trays or on bedside, but that is a large margin of error for checking supplement usage.
- ▶ A combined effort of tray checking and bedside evaluation is needed to assess true ONS waste.

Implementation Plan

What	Who	Owner	Due Date	Complete	Comments
Reports/ONS orders	Lead RD	Lead RD	Weekly		
Tray Checks (1-2 x week)	Lead RD	Lead RD	Weekly		
Room Check/ Pt check for usage	CNT/Dietitians/ Nursing	CNT/Dietitians/ Nursing	PRN/post waste report		Post waste report will be reviewed by Lead RD
Change of ONS frequency/ usage	Dietitians	CNTs/Dietitians/ Nursing	PRN		Staff to inform RDs of usage and they will change based on their judgement

Communication Plan

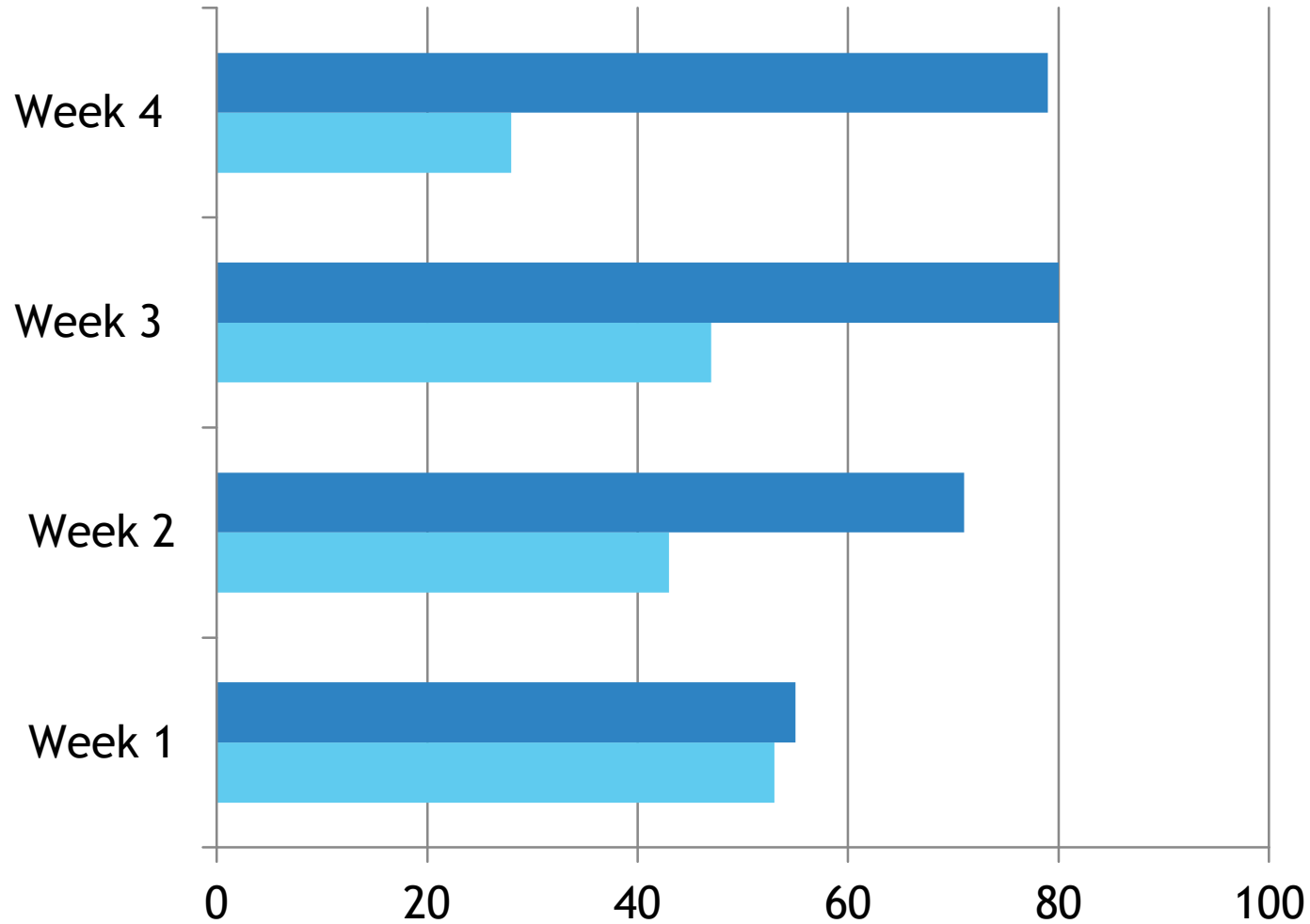
Targeted Audience	Message Content	Delivery Mechanism	Sender	Date and Time	Follow Up Needed
Dietitians	Assess usage of supplements when ordered	Face to face	Lead RD	Daily PRN	N/A
Nursing	Assess usage of supplement on trays or in room for waste	Face to face	Lead RD/Dietitians	Daily PRN	N/A
CNT's	Assess usage of supplements and alert RD if waste	Face to face/PRN	Lead RD/Dietitians	Weekly/PRN	N/A
Managers/FNS	Lead RD to provide results and discuss other options for ONS use	Email/face to face	Lead RD	Weekly/PRN	Monthly (of usage)
Lead RD	Run report 1-2 times a week to assess waste and inform dietitians	Face to face	Lead RD	Daily/PRN	Monthly

Study: What did you learn? Did you meet your measurement goal?

- ▶ We had a sample of 71 patients using supplements from the initial results, and would benefit from more monitoring to assess waste (for a long period of time).
- ▶ Measurement goal is ongoing, total waste was at 68%, so we did not make our goal. Our goal (prior to project start) was 50% waste, but are working towards <30% waste at follow up.

STUDY

Total Waste: **47%**



Total Trays checked:
136

■ On Tray %
■ Waste %

ACT

- Better collaboration between dietitians, nursing staff and CNT's regarding usage of supplements is needed.
- Routine checks need to be mandatory to assess actual usage.
- Will likely continue this project, but will likely not become a protocol

LESSONS LEARNED

- ▶ Supplements are not consumed by all
- ▶ A multidisciplinary approach to nutrition is needed to maximize the patients well being in a hospital setting
- ▶ Not all projects/pilots are successful (ours did not meet our previous goal of 30% waste)
- ▶ Will continue to monitor supplement waste PRN

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