Calculating Value-Added Services of the Registered Dietitian

Melissa Faura RD, LDN  
*Lehigh Valley Health Network, Melissa.Faura@lvhn.org*

Ann Flickinger MS, RD, LDN  
*Lehigh Valley Health Network, Ann.Flickinger@lvhn.org*

Kathleen Hanuschak RD, LDN  
*Lehigh Valley Health Network, Kathleen.Hanuschak@lvhn.org*

Krysta Miller RD, LDN  
*Lehigh Valley Health Network*

Renee Selby RD, CNSC, LDN  
*Lehigh Valley Health Network, Renee.Selby@lvhn.org*

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Calculating Value-Added Services of the Registered Dietitian

Melissa Faura, RD, LDN, Ann Flickinger, MS, RD, LDN, Kathleen Hanuschak, RD, LDN, Krysta Miller, RD, LDN, Renee Selby, RD, CNSC, LDN
Lehigh Valley Health Network, Allentown, Pennsylvania

Department Mission Statement: Creating Health through Nutrition

- To develop and provide personalized and innovative nutrition services to improve the quality of life for the community in which we serve.
- To provide medical nutrition therapy along the continuum of care using technology, interdisciplinary collaboration, research and evidenced based practice, as well as community outreach.

Background:
Nutrition Services collects performance improvement data regarding productivity statistics on a monthly basis; however, there are inconsistencies in how the dietitian collects the information and not all required data is being captured.

Objective:
To develop a form that would accurately capture all required data and interventions per productive hour.

Method:
A Kaizen (continuous improvement analysis) was completed. The Clinical Nutrition Team collaborated to develop a Standard Operating Procedure (SOP) to promote the appropriate classification of nutrition interventions. Clinical interventions captured included: documentation in medical record, number of teach backs, time of teach back sessions, and time spent in direct patient care. Several training sessions were provided to staff to review the SOP and revised tracking tool.

Productivity SOP

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
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<tbody>
<tr>
<td>1.</td>
<td>Capture daily interventions using modified productivity tool.</td>
</tr>
<tr>
<td>2.</td>
<td>Ongoing ratios are tracked in real-time.</td>
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<tr>
<td>3.</td>
<td>New goal is to capture interventions per direct patient care hours by taking care back data from scheduled interventions.</td>
</tr>
<tr>
<td>4.</td>
<td>Indirect pl units - 532b. In-services, clinics, rounds, and meetings.</td>
</tr>
<tr>
<td>5.</td>
<td>Goal = 57 minutes.</td>
</tr>
<tr>
<td>6.</td>
<td>Submit productivity report to manager. Manage time calculated and determine future interventions to direct patient care.</td>
</tr>
</tbody>
</table>

Conclusion:

A Standard Operating Procedure and streamlined productivity form promoted accurate and consistent data collection to reflect the value and impact of the Dietitian with patient care.

Result:

The results of countermeasures implemented revealed average minutes per teach back encounter had a greater than 70% time savings and target met for interventions per productive hour at 1.7.

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