



The Hawaii Health Systems Corporation Oahu Region (HHSC-OR) provides essential services to the community's most vulnerable populations through its operation of two long-term care facilities, Maluhia and Leahi Hospital. Both provide in-patient skilled nursing and intermediate care services to the elderly, disabled and otherwise incapacitated – most of whom are covered under Medicare and Medicaid. HHSC-OR additionally services Adult Day Health Centers, a Geriatric Outpatient Physician's Clinic and Hawaii Meals on Wheels (which prepares hot meals for Oahu's disabled elders).

HHSC-OR leadership chose to review their food service operations as part of a statewide Farm to Institution initiative encouraging a secure, local food system among public institutions. Leaders engaged Beyond Green Partners (BGP) to set up and train kitchen teams to operate with greater efficiency.

“ We have always recognized the importance of food in the lives of our residents who have compromised health, not only for the physical energy proper nutrition brings but also the elevated mood that comes from a delicious meal. Now we have a more complete program that supports our resident's well-being with the needs of Hawaii. ”

WHERE TO START

BGP began working with HHSC-OR existing skilled staff to improve the quality of life for residents by increasing kitchen efficiency. To identify existing resources for fresh, local foods, we turned to waste reduction strategies. Staff weighed daily meal production to analyze and subsequently predict the food needs for the number of people being served. Additionally, to create the extra time needed to prepare fresh, local foods, BGP guided kitchen management in maximizing food production including preparation timing and working in teams. Cross training was also encouraged to even workloads by teaching kitchen assistants knife skills and other tasks.

IDENTIFY PRIORITIES

HHSC-OR's food service transformation stemmed from their stated acknowledgment of the role of high quality food in the health and happiness of their elderly population with compromised health.

In order to optimize the dining experience, BGP looked at areas to increase flavor and nutrition such as making beef broth from scratch with local farm ingredients for soups and sauces. Additionally, resident ethnicities were surveyed to align menus to cultural tastes and preferences. Finally, BGP reviewed cooking methods and production schedules to improve the integrity of dishes at service time.

TRAINING FOR SUCCESS

BGP placed chef trainers at Maluhia and Leahi to introduce staff to new systems and logs for waste management and efficiency. The higher prices of some local and fresh items often deter institutional kitchens from buying such items. However, the cost offset comes from streamlining operations and eliminating waste. Maluhia and Leahi kitchen teams learned to weigh and record foods being made and managers how to analyze the data leading to less over production and less waste. Their observations lead to the realization that portion control was needed.



Meanwhile, BGP worked to add new vendors for sourcing local fish, pork, beef, and produce while using existing vendors for additional fruits and vegetables as well as dry goods. Local food and new vendors added to the

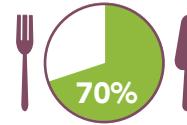
complexity of operations. Cooks had to educate farmers on product specifications, learn seasonality and adjust ordering. For example, commercial bananas ripen at the same rate per bunch while local bananas ripen individually which requires different production methods. An Order Guide developed for Maluhia and Leahi supported the food ordering process by prioritizing local, fresh, and bulk foods.

GETTING RESULTS

Resident quality of life and kitchen efficiency were evaluated in four categories: preferred/fresh food, local food, cost-neutral, and waste. At the end of the six month collaboration, HHSC-OR accomplished the following from the baseline of Nov/Dec 2019 to project conclusion (unless otherwise noted):



Local food purchases increased by **57%** injecting over **\$58K** into the local economy.



70%+ of menu items now cooked from scratch.

FOOD COSTS PER MEAL / FEB. 2020



WASTE REDUCTION



Overproduction Waste



Is your organization looking to green things up?

WE CAN HELP!