Day before, 2:30
Daily Huddle
(10 min)

9:00 am, Breakfast is over
Records lunch order in C-Board tablet (1-4 min)
Prints C-board house tally (5-10 min)
Prints & sorts tray tickets (15-20 min)
Build trays for Unit A (25 min)
Serve From Hot Line
Serve From Cold Line
Dress the Trays
x25 trays
Build trays for Unit B (25 min)
Serve From Hot Line
Serve From Cold Line
Dress the Trays
x25 trays

Rep calls out unit
Rep returns to unit with tray cart

Nurse moves tray to cart in collection area
Rep takes dirty dishes to dish room
Prep and deliver late lunch requests

3:00 pm, Lunch is over

30 rooms. Done: 10:15 a.m.
Breakfast is over
Records lunch order in C-Board tablet (1-4 min)
Prints C-board house tally (5-10 min)
Prints & sorts tray tickets (15-20 min)

Rep calls out unit
Rep returns to unit with tray cart

Nursing Unit after lunch
Rep calls out unit
Rep returns to unit with tray cart

KEY
Step involving information
Step involving material

Prep Hot Line to par stock (25 min)
Prep Pantry (cold line) to par stock (25 min)
Stock 4 Pods (25 min)
Adjust according to tally (25 min)
Adjust according to tally (25 min)
Adjust according to tally (25 min)

Process Map: Nutrition Care Services
Serving custom lunch orders to 300+ inpatients all at once

Dishroom
Rep on nursing unit after lunch

Record lunch order in C-Board tablet (1-4 min)
Prints C-board house tally (5-10 min)
Prints & sorts tray tickets (15-20 min)

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Rep returns to unit with tray cart

Nurse moves tray to cart in collection area
Rep takes dirty dishes to dish room
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Nursing Unit after lunch
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Rep returns to unit with tray cart

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