

Appreciative Inquiry Tool for Enhancing the Meal Experience Engagement

Purpose: for engagement of others (nursing, allied health, clinical nutrition) in the evaluation of current state of meal service provision for acute and long term care clients at a site with the outcome to develop and implement a joint action to improve and enhance the services provided.

Process: arrange to have a meeting with stakeholders that are involved on the site (nursing, allied health, clinical nutrition, or others like volunteers, palliative care etc) to discuss the purpose, present the tool. On a scale of 10, rate the following components of meal times for patients and/or residents on the site. Recognize where the team is and where the team can improve and jointly determine actionable items.

→ BEST PRACTICE →		
	Environment	
Institutional	1 2 3 4 5 6 7 8 9 10	Comfortable
	Timing of Meals	
Rigid, Compressed	1 2 3 4 5 6 7 8 9 10	Flexible, Appropriate Spacing
	Protected meal times	
Many Disruptions, Part of Care Day	1 2 3 4 5 6 7 8 9 10	Food as Care Priority, Minimal Disruptions
	Customer Service	
Drop and Run	1 2 3 4 5 6 7 8 9 10	Patience and Assistance as required
	Choice	
Food Decisions for Patients	1 2 3 4 5 6 7 8 9 10	Food Decisions with Patients
	Food Presentation/Appearance	
Messy/Institutional	1 2 3 4 5 6 7 8 9 10	Care Taken and Appealing
	Food Quality/Menu Selections	
Slow to Respond to Menu Concerns/Requests	1 2 3 4 5 6 7 8 9 10	Responsive to Patient Feedback/Proactive
	Point of Service Support	
Food Service Only	1 2 3 4 5 6 7 8 9 10	All Caregivers/Staff involvement

Our area of greatest strength?

Our area of greatest need for improvement?

Tool content adapted from Carson, J (2012). People and Progress Continuing Care Conference. University of Waterloo.