



# Association *for* Healthcare Foodservice



[#AHFNationalConference](https://twitter.com/AHFNationalConference)

# Cultural & Technological Trends in Senior Dining

## Presenters:

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# Introduction

- Senior Dining is a rapidly evolving industry with a growing resident count.
- As the industry grows, residents and operators must embrace cultural and technological changes.
- Rosemary and Milton will discuss keeping pace with advancements while prioritizing resident choices.
- Topics include food trends, fast food, meal delivery, access to information, and budget management.

# Quote

**“If you don’t innovate fast, disrupt your industry, disrupt yourself, you’ll be left behind.”**

**-John Chambers, Former CEO of Cisco Systems**

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**What is the main reason for implementing touchscreen ordering systems in senior dining facilities?**

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# Learning Objectives

- Attendees will gain insight into the technological advancements impacting senior communities.
- Attendees will explore how food trends are influenced by cultural and technological developments.
- Attendees will learn strategies to integrate new technology and food trends while meeting residents' needs and maintaining budget control.

# Wait... Why?

- §483.15(a) – Dignity - The facility must promote care for residents in a manner and in an environment that maintains or enhances each resident's dignity and respect in full recognition of his or her individuality.
- What does individuality of your nutrition and meals look like?

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# When do eat?

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# When do you decide what to eat?

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**How many times in a week do you get a meal from a restaurant?**

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# Technological Advancements

- Overview of current technological trends.
  - Digital menus and ordering systems
    - Interactive touchscreens
    - Mobile ordering applications
  - Automated food preparation
    - Robotic kitchen assistants
    - Smart ovens & appliances
  - Collaborative platforms
    - Chef and resident collaborations
    - Virtual cooking classes

# Digital Menu and Ordering System



# Smart Kitchen Appliances



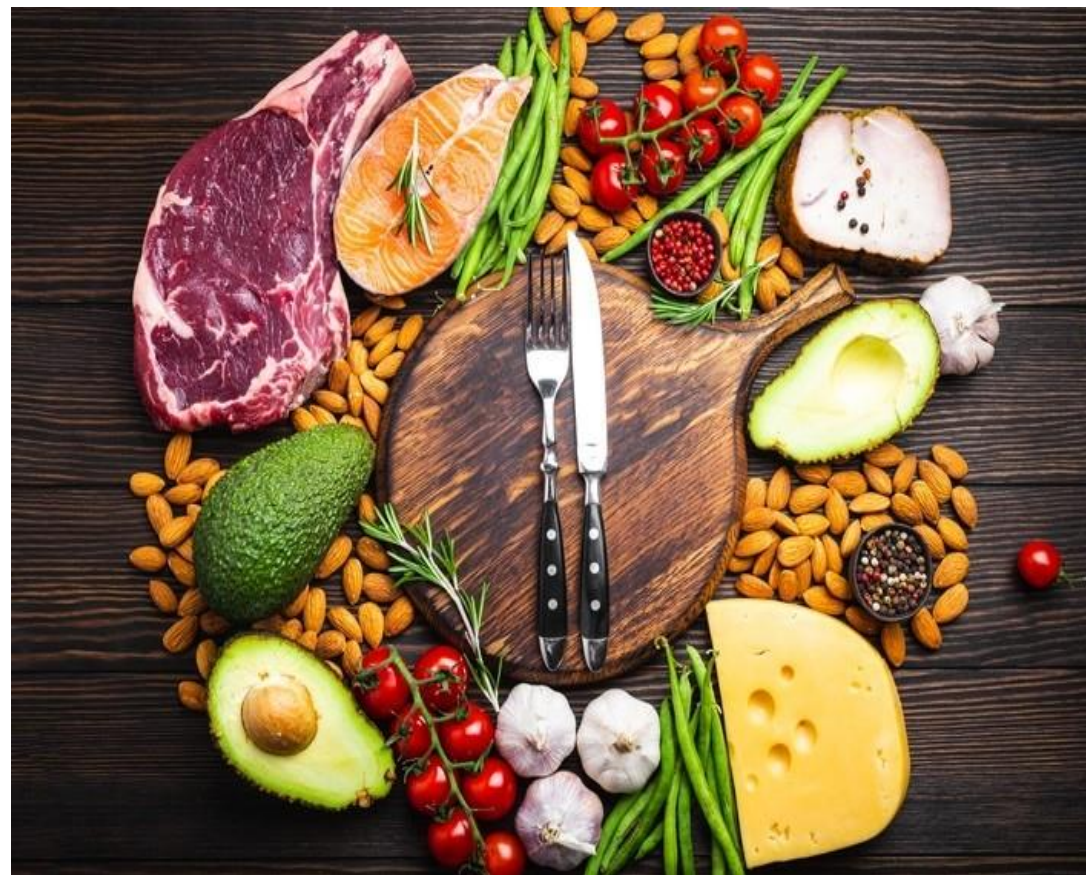
# Collaborative Platforms



# Food Trends

- Personalized Nutrition
  - Customize meal plans
  - Nutrient-dense foods
- Global cuisine
  - Cultural diversity
  - Theme nights
- Farm-to-table and locally sourced
  - Fresh and seasonal ingredients
  - Sustainable practices

# Personalized Nutrition





# Global Cuisine



# Theme Nights



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**Who is responsible for the development of voice-activated meal ordering systems for seniors?**

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# Fast Food and Meal Delivery

- Fast food options
  - Establishing popular franchises within the community
  - Community-specific menus
- Meal delivery services
  - In Suite delivery option
  - Pre-ordered meals
  - DoorDash and Grub Hub
- Technology integration
  - Digital ordering platforms
  - Automated systems

# Fast Food Options



# Meal Delivery Services



# The Expert

“There’s a natural pull, even in these times, not to figure out how to operate in this new world but how to replicate the old world in the new conditions. The longer this goes on, my optimism increases because I think people are being forced to figure out innovative ways.”

Leslie Perlow, Professor of Leadership Harvard  
Business School

# Mobile Ordering

**New Functionality!**  
**Order Ahead**  
**via Portal**





# Access to Information

- Digital menus and interactive touchscreens
  - Kiosks and tablets
  - Customizable views (filter options based on dietary preference and allergies)
- Online platforms
  - Community websites
  - Dining portals
  - Feedback forms
  - Resident portal
  - Event calendars

# Digital Menus and Interactive Touchscreens



# Community Online Platforms



# Balancing Resident Choices and Budget

- Strategies for offering diverse food options while managing costs.
  - Chef's tasting's and wine dinners
  - Theme meals for lunch and dinner
  - Offering small plates at our resident bar and lounge
- Add a revenue driver
  - Host wine tasting with sommelier (suh-mel-yay)
  - Create specialty meals to go (Blue Apron)
- Examples of cost-effective innovations.
  - Sous Vide cooking
  - Partnership with local restaurant (guest chef program)

# Case Study

- The Sharon at SouthPark
  - Online Resident Portal – Residents can log into a portal to view menus, make dining reservations, and request dietary accommodations.
  - Dining Portal – Residents and team members can view daily menus and order food directly from the application.
  - In House TV Channel – Residents can view various activities and information in the community. Special events, pop up events and more. Residents can also submit work orders and IT request.



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**Which technological trend has been shown to improve the overall dining experience for seniors?**

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# Benefits of Embracing Senior Dining Trends

- Improving resident satisfaction
  - Offer healthier, more personalized, and more enjoyable dining experiences.
  - Attracting new residents – a high quality program can be a key to attracting new residents and setting a senior living community apart from competitors.
- Improving team member satisfaction and engagement
  - Ensure that your community is seen as a great place to work by current team members
  - Attract new talent (be the trendsetter and blaze the trail)

# Challenges and Considerations

- Balancing costs with quality
  - Consider the cost of ingredients, labor, and equipment when developing their menus or programs while delivering a quality dining experience.
- Ensuring staff training and consistency
  - Staff must be knowledgeable about the menu offerings, dietary restrictions, meal preparation, and presentation.
- Meeting dietary needs and restrictions
  - Senior dining programs must be able to cater to various dietary needs and restrictions, including allergies, intolerances, and cultural preferences.



# Conclusion

“When digital transformation is done right, it’s like a caterpillar turning into a butterfly, but when done wrong, all you have is a really fast caterpillar.”

-George Westerman, MIT Research Scientist

“Innovation distinguishes between a leader and a follower.”

-Steve Jobs, Former Apple CEO

Q&A

# Questions and Shared Experiences!