

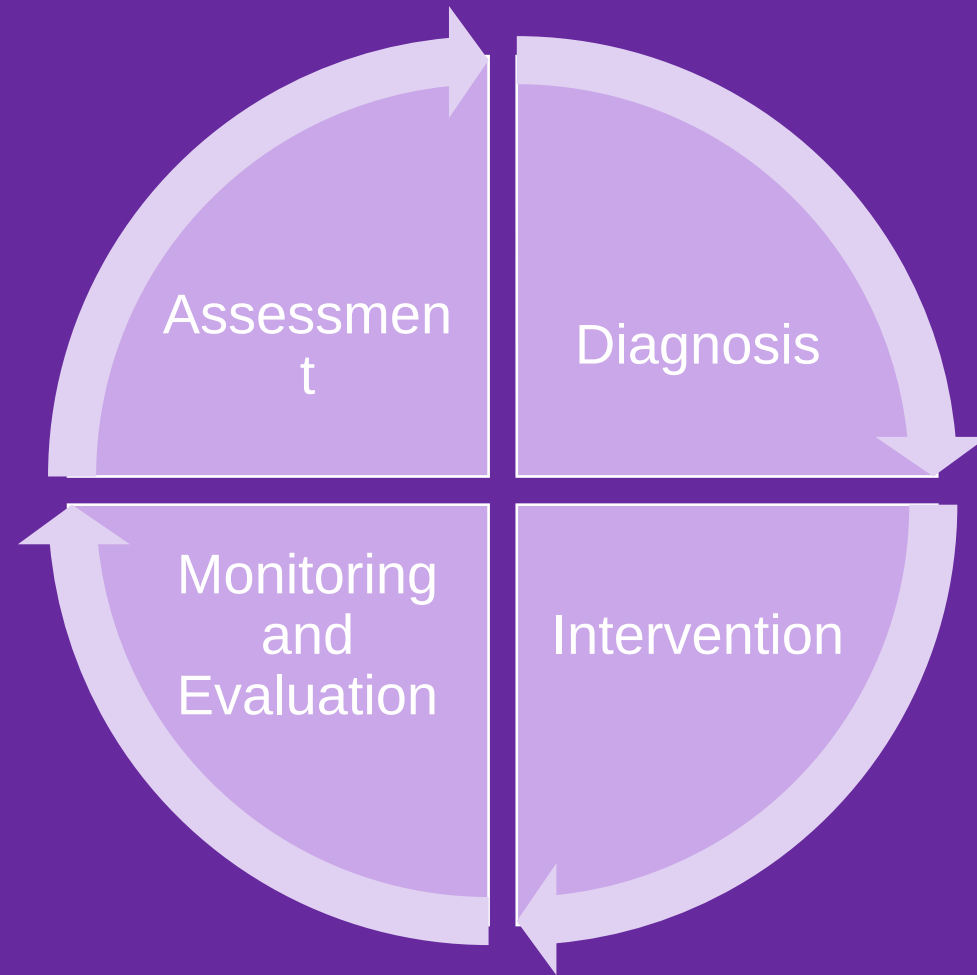


INDIGO Kitchen - A Commissary Approach to University Dining Accommodations

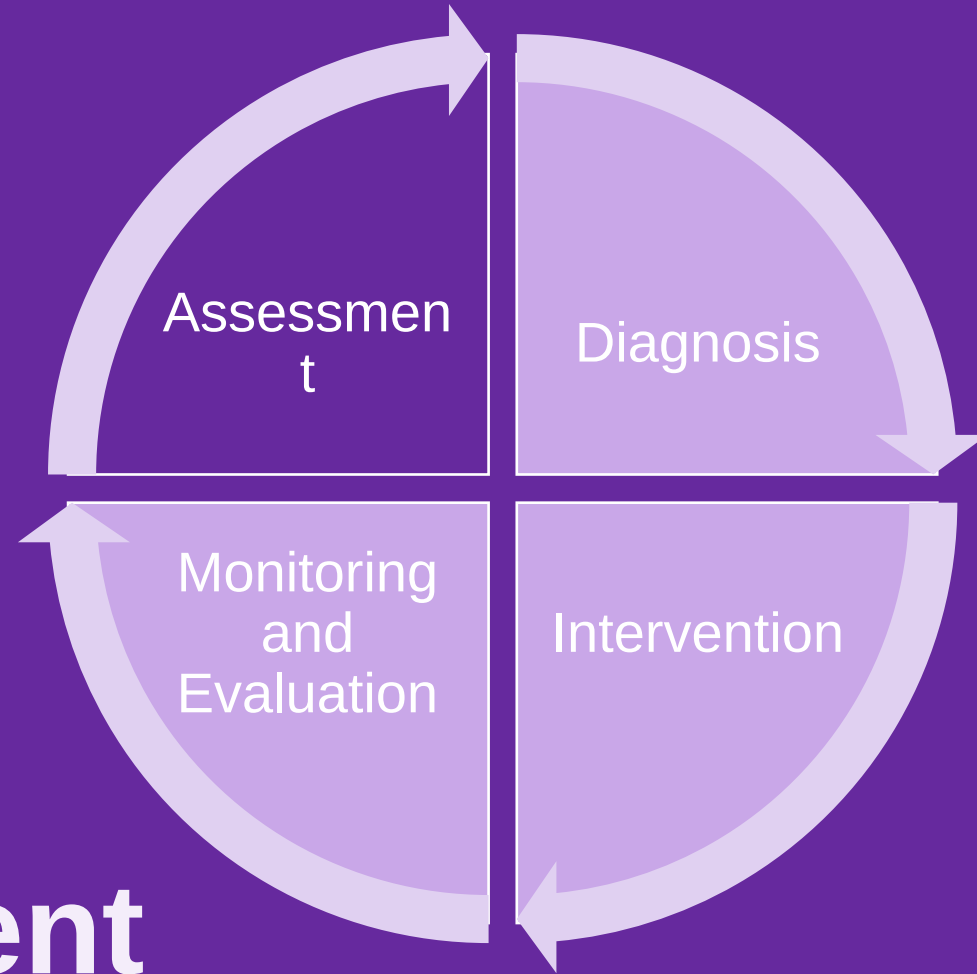


Presented by: Nutrition Program Manager Michelle Nardi, RDN & Registered Dietitian Nutritionist Clara Matton, RDN

Using the Nutrition Care Process (NCP) as a Framework for Program Change



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What does your data show?

WHAT WE DID

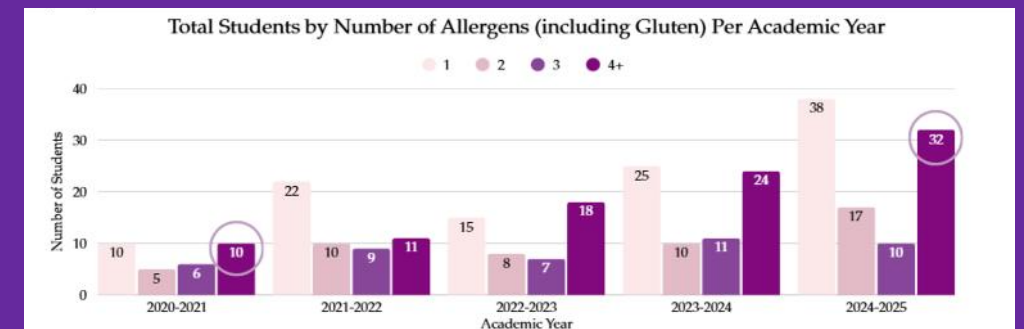
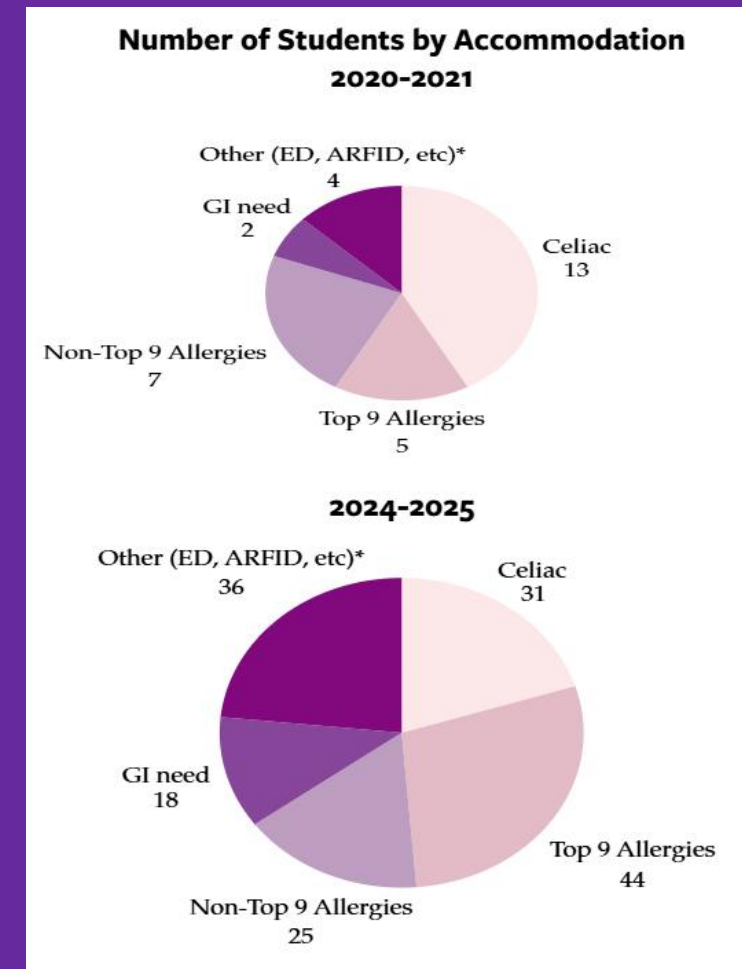
- Tracked increase in complex dietary needs
- Analyzed trends
- SWOT analysis of the full program

KEY INSIGHTS

Identify what data is valuable to track for your organization

Regularly assess for trends

Assessment





What are the operational pressures?

- Increasing number of accommodated meals
- Increasingly complexity of meals required
- Busy kitchen environments with high cross contact risk
- Culinaricians with multiple competing priorities

KEY INSIGHTS

Find operational partners/subject matter experts

****Know what you don't know**

Translate stress into data

What does your client want/need?

- College students are looking for:
 - Anonymity – stigma, post-COVID behaviors
 - Flexibility – social participation, decreased mental burden
 - Safety – controlled environment, transparency

KEY INSIGHTS

Consider behavioral, social, and emotional needs

Utilize input from your current population and industry research

(see references: 1, 2, 3)





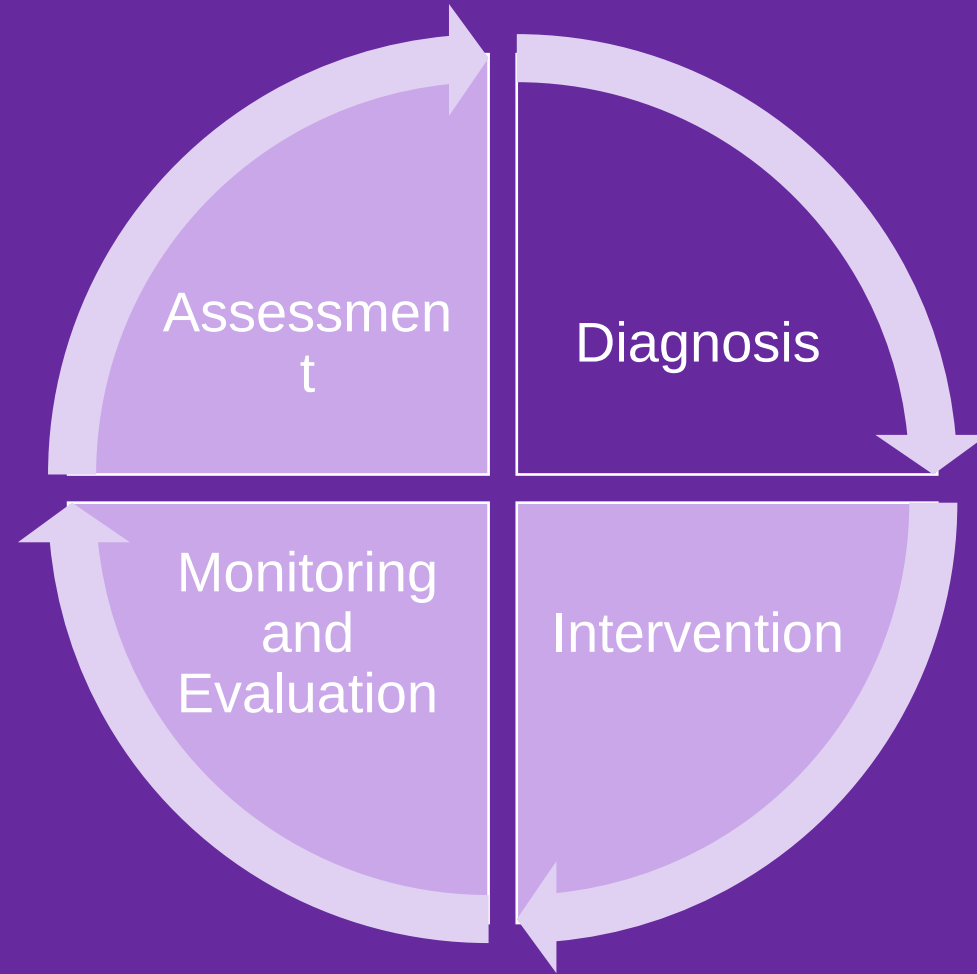
What does the future look like?

- Consider:
 - The legal landscape
 - Trends in your environment
 - Student Disability Services: tracked a 300x increase in disabilities over 5 years
 - Scientific literature
 - Overall increase in food allergy diagnoses ⁽⁴⁾

KEY INSIGHTS

Use a data-driven approach to anticipate trends

Using the Nutrition Care Process (NCP) as a Framework for Program Change



Diagnosis

Defining your problem using a PES statement:

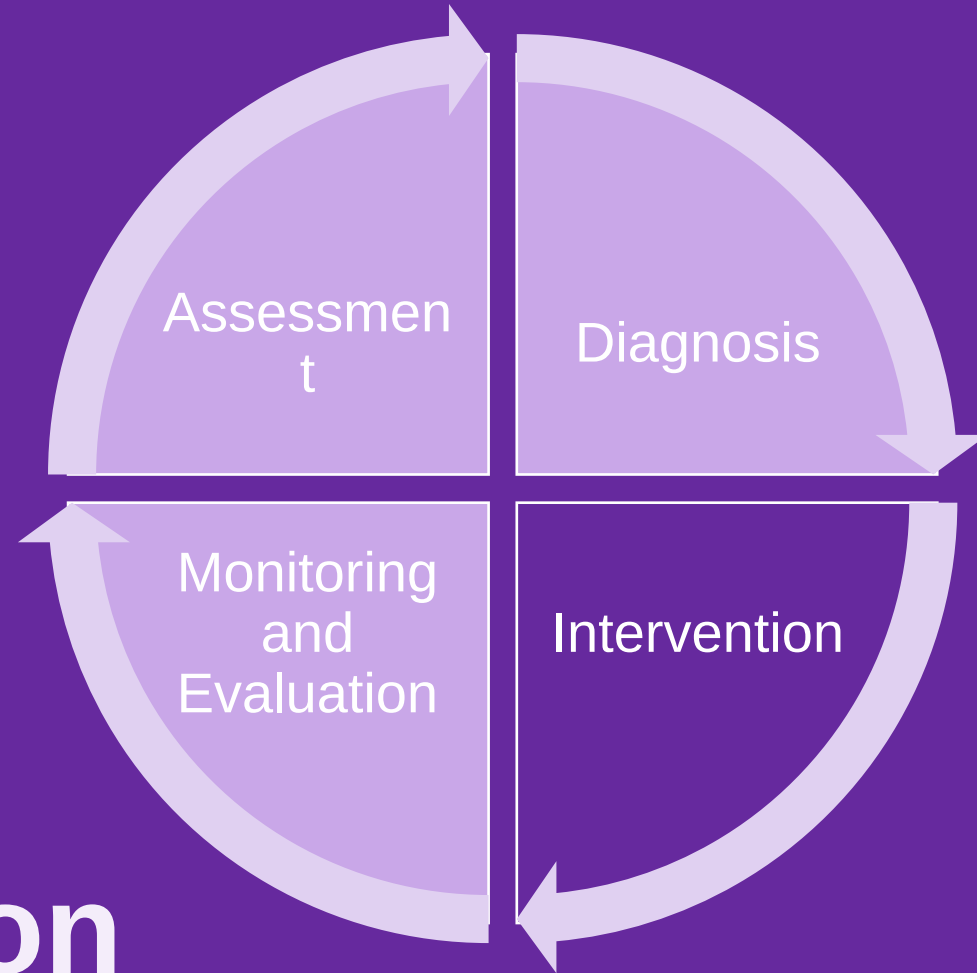
- **Problem**: Traditional accommodation model unable to safely and efficiently adapt to the evolving disability-related dietary needs
- **Etiology**: Related to increasing case complexity, shifting student behaviors, and labor strain in the setting of an increasingly litigious environment
- **Signs/symptoms**: As evidenced by rising high-risk accommodations resulting in increased operational pressures, student desire for more flexible system and projected continued growth in accommodation needs.

How do you secure leadership support?

- Provide supporting data that tells your story and points to your proposed intervention
- Identify how your proposal aligns with organizational priorities
- Be open to your interventions changing



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Intervention

How do I translate the PES statement into program needs?

Traditional accommodation model unable to safely and efficiently adapt to the evolving disability-related dietary needs to increasing case complexity, shifting student behaviors, and labor strain in the setting of an increasingly litigious environment as evidenced by rising high-risk accommodations resulting in increased operational pressures, student desire for more flexible system and projected continued growth in accommodation needs.

- ☐ Safety focused/reduces risk
- ☐ Operationally efficient
- ☐ Adaptable
- ☐ Flexible for students
- ☐ Scalable

KEY INSIGHTS

Make sure you are getting to the root cause

Incorporate all perspectives into the PES statement

Intervention:

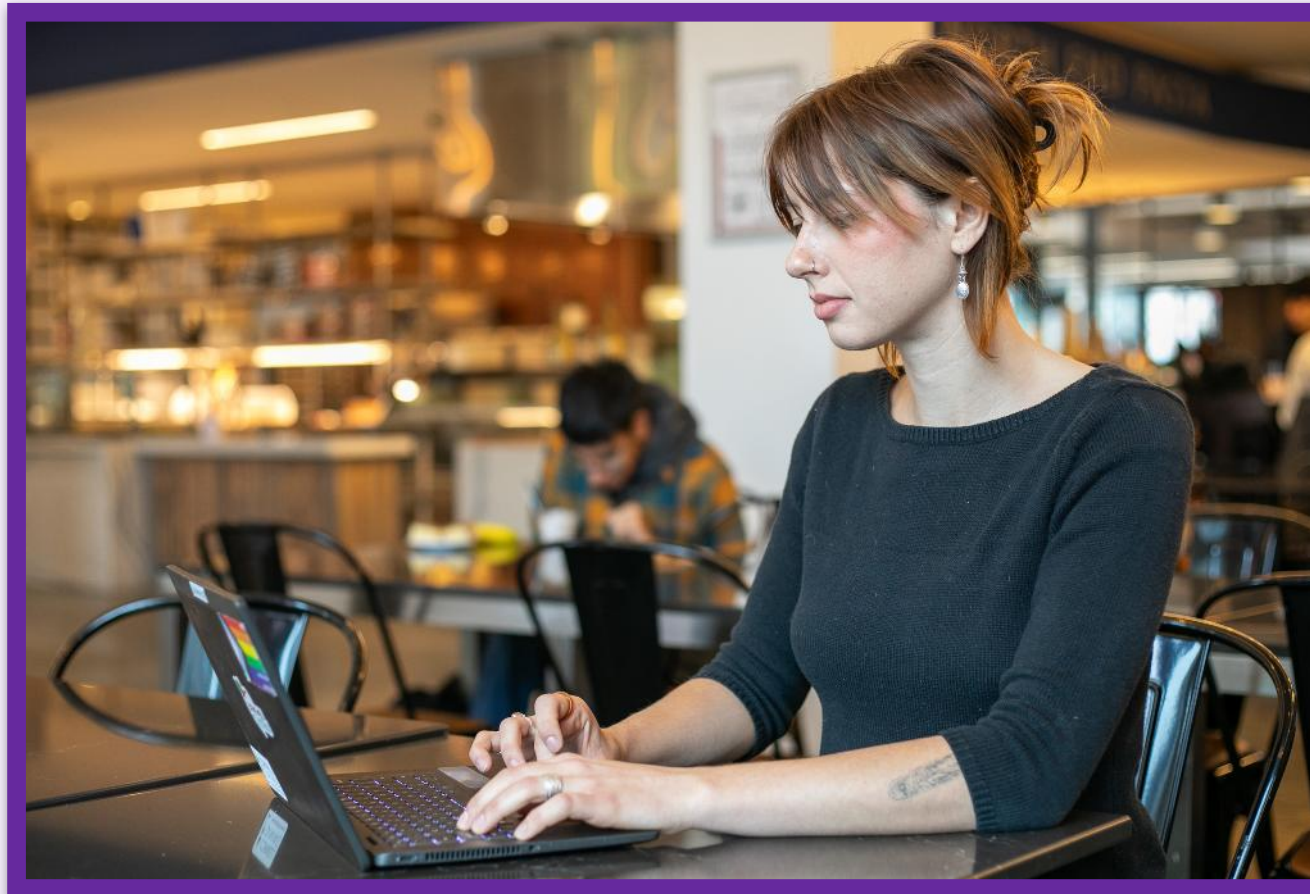


INDIGO
Kitchen

Individualized Dining on the GO

Nutrition Team Onboarding & Menu Guidance

- ✓ Safety focused/reduces risk
- ☐ Efficiency
- ✓ Adaptable
- ✓ Flexible for students
- ☐ Scalable



Simple, Transparent Menu

- ✓ Safety focused/reduces risk
- ✓ Efficiency
- ✓ Adaptable
- ✓ Flexible for students
- ✓ Scalable



Custom Ordering & Labeling Tools

- ✓ Safety focused/reduces risk
- ✓ Efficiency
- ✓ Adaptable
- ✓ Flexible for students
- ✓ Scalable



Dedicated Culinary Team in a Dedicated Centralized Kitchen

- ✓ Safety focused/reduces risk
- ✓ Efficiency
- ❑ Adaptable
- ❑ Flexible for students
- ❑ Scalable



Commissary Model

- ☐ Safety focused/reduces risk
- ☐ Efficiency
- ☐ Adaptable
- ✓ **Flexible for students**
- ☐ Scalable





What should I consider when rolling out a new program?

WHAT WE DID

- Pilot testing
- Feedback from subject matter experts → best practices

KEY INSIGHTS

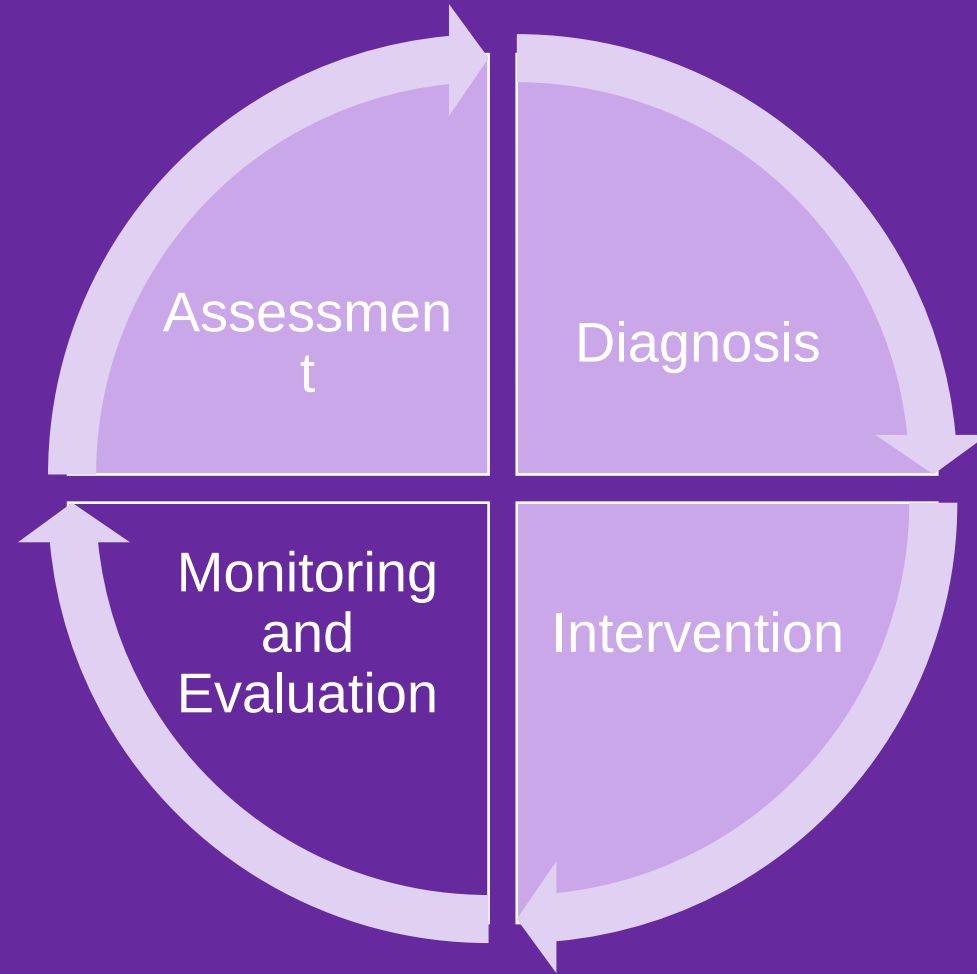
Define your **minimum viable program** and start there, slow and steady change

Implement best practices from subject matter experts

Have a roadmap for the short- and long-term

Take the leap!

Using the Nutrition Care Process (NCP) as a Framework for Program Change



**Monitoring &
Evaluation**

How do you ensure long-term program sustainability?

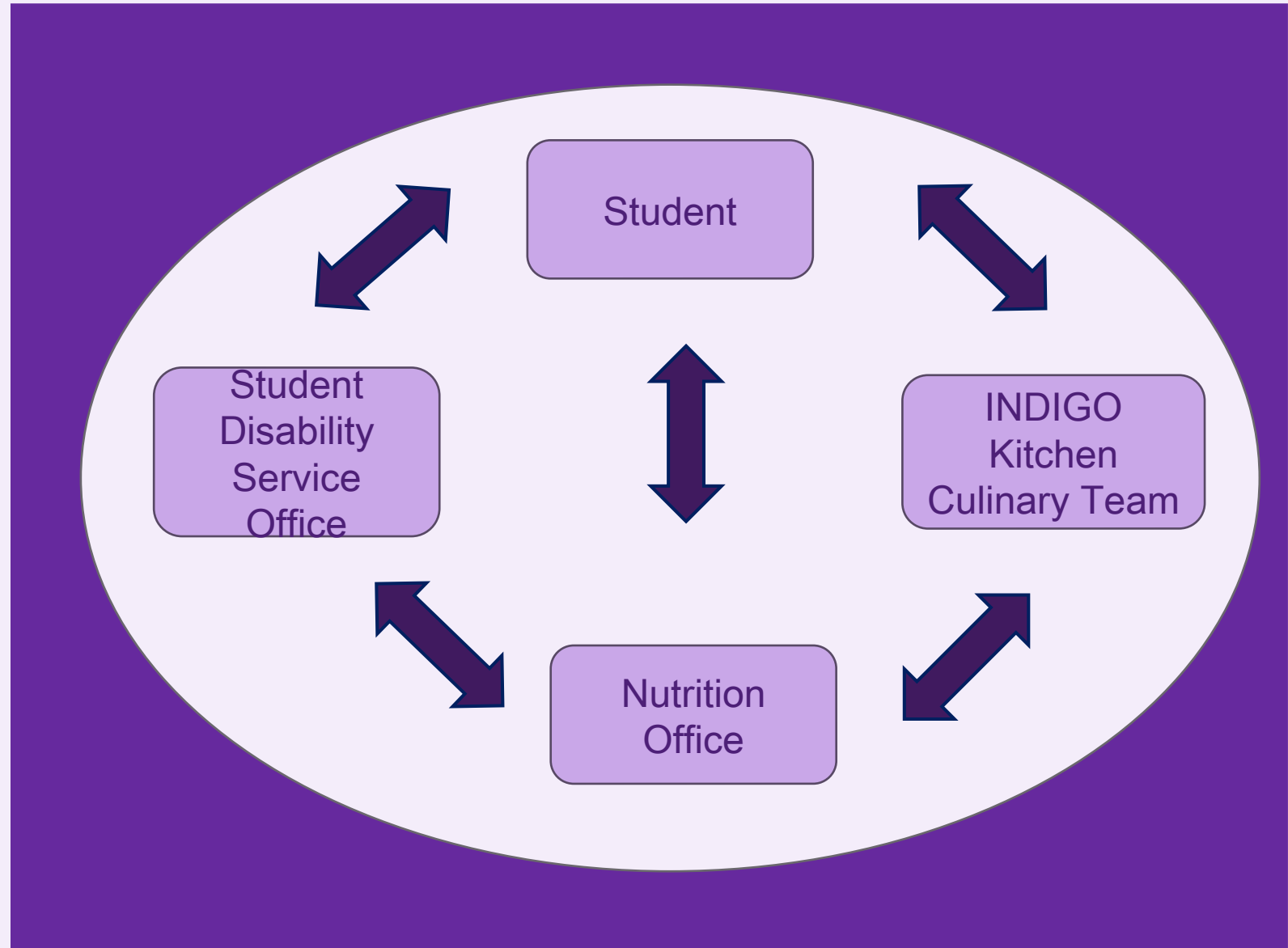
WHAT WE DID

- Interdisciplinary, ongoing feedback loops built into our program and meeting cadence

KEY INSIGHTS

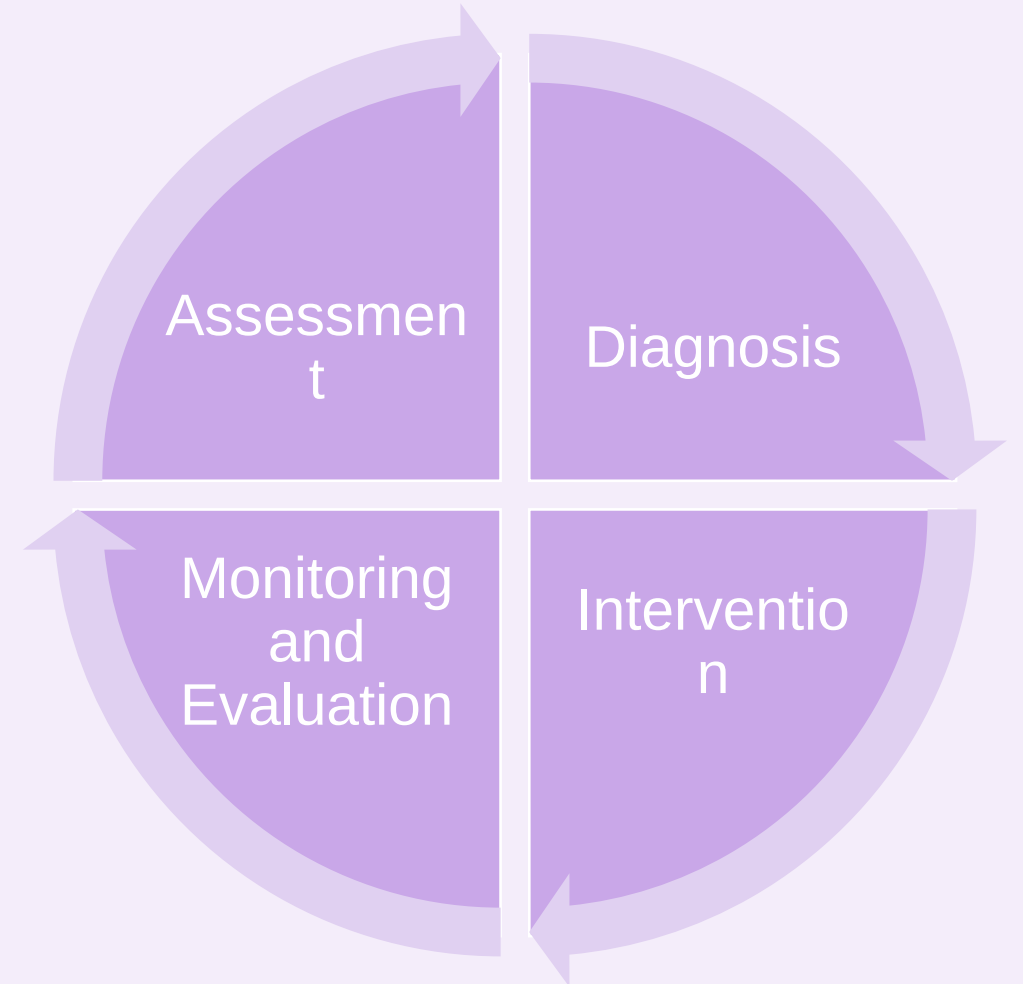
- Sustainability = adaptability
- Monitoring and evaluation should be embedded into your program

Monitoring and Evaluation



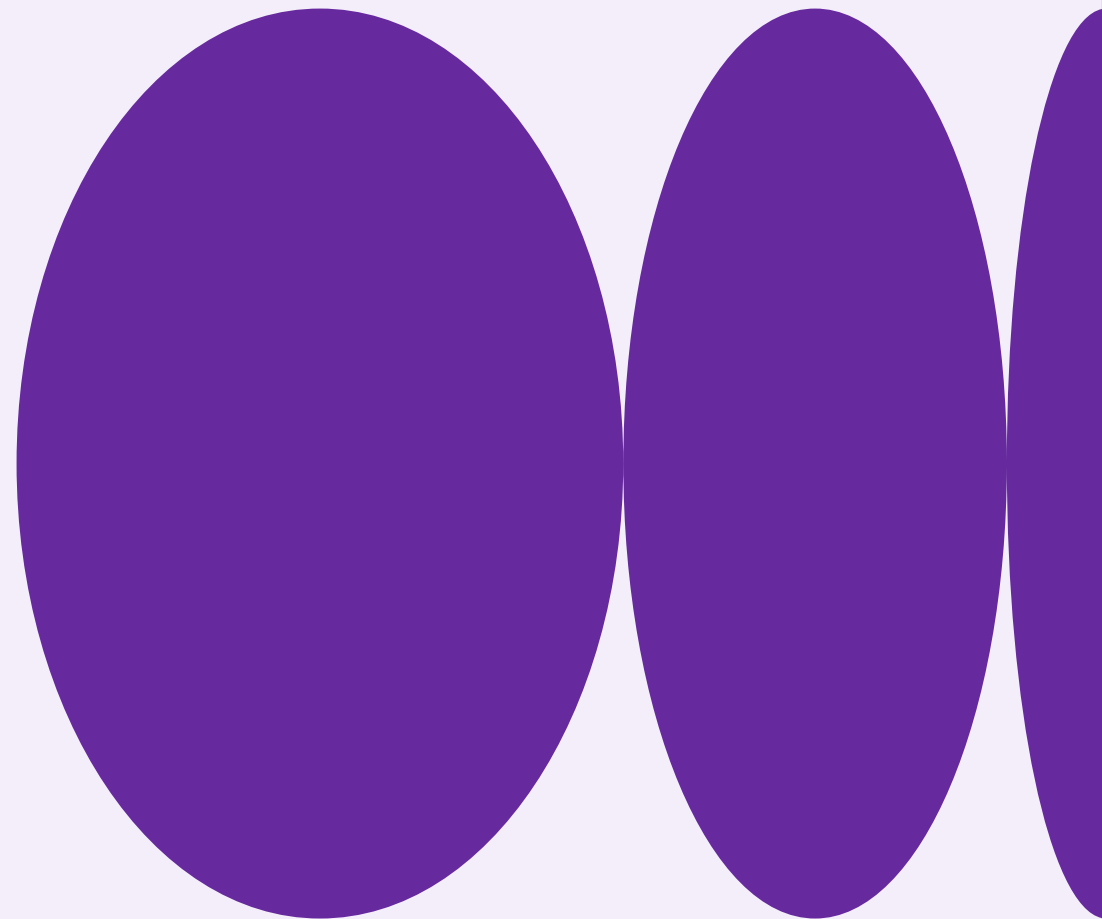
Using the Nutrition Care Process (NCP) as a Framework for Program Change – Take Aways

- Assessment:
 - Clarify the problem from multiple perspectives
 - Track and analyze data to make your case
 - Anticipate future needs
- Diagnosis:
 - Synthesize the problem into program needs
- Intervention:
 - Start small and simple, make sure it's feasible before scaling up size and adding complexity
- Monitoring and Evaluation:
 - Build with your client, not for them



Questions?

Contact us at
diningnutrition@cornell.edu



References

1. Burden of food allergies: Warren, C. M., Jiang, J., & Gupta, R. S. (2020). Epidemiology and Burden of Food Allergy. *Current Allergy and Asthma Reports*, 20(2). <https://doi.org/10.1007/s11882-020-0898-7>
2. Mental health burden: Casale, T. B., Warren, C., Gupta, S., Schuldt, R., Wang, R., Iqbal, A., Arpamas Seetasith, & Gupta, R. (2024). The mental health burden of food allergies: Insights from patients and their caregivers from the Food Allergy Research & Education (FARE) Patient Registry. *The World Allergy Organization Journal*, 17(4), 100891–100891. <https://doi.org/10.1016/j.waojou.2024.100891>
3. Social and emotional burden: Ciaccio, C., Dunne, J., Bever, A., Mickle, A., Kowal, S., Seetasith, A., Lloyd, A., & Johnston, K. (2023). The Social And Emotional Burden Of Living With Multiple Food Allergies: A Qualitative Study In The United States. *Journal of Allergy and Clinical Immunology*, 151(2), AB99.
4. Prevalence and severity: Gupta, R. S., Warren, C. M., Smith, B. M., Jiang, J., Blumenstock, J. A., Davis, M. M., Schleimer, R. P., & Nadeau, K. C. (2019). Prevalence and severity of food allergies among US adults. *JAMA Network Open*, 2(1), 1–14. <https://doi.org/10.1001/jamanetworkopen.2018.5630>