

Ensuring Safe Patient Meals Through Packaging Reviews and Digital Menu Updates

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Background

- Cabrini Health provides ~1000 meals/day using a digital menu system (Delegate).
- Patients order safe, suitable meals based on standard recipes made with specific branded products.
- Dietitians also use Delegate to track patient nutrition (energy/protein intake).
- Packaging review recommended in 2019 food safety audit report by HACCP (Hazard Analysis & Critical Control Points).

Aim

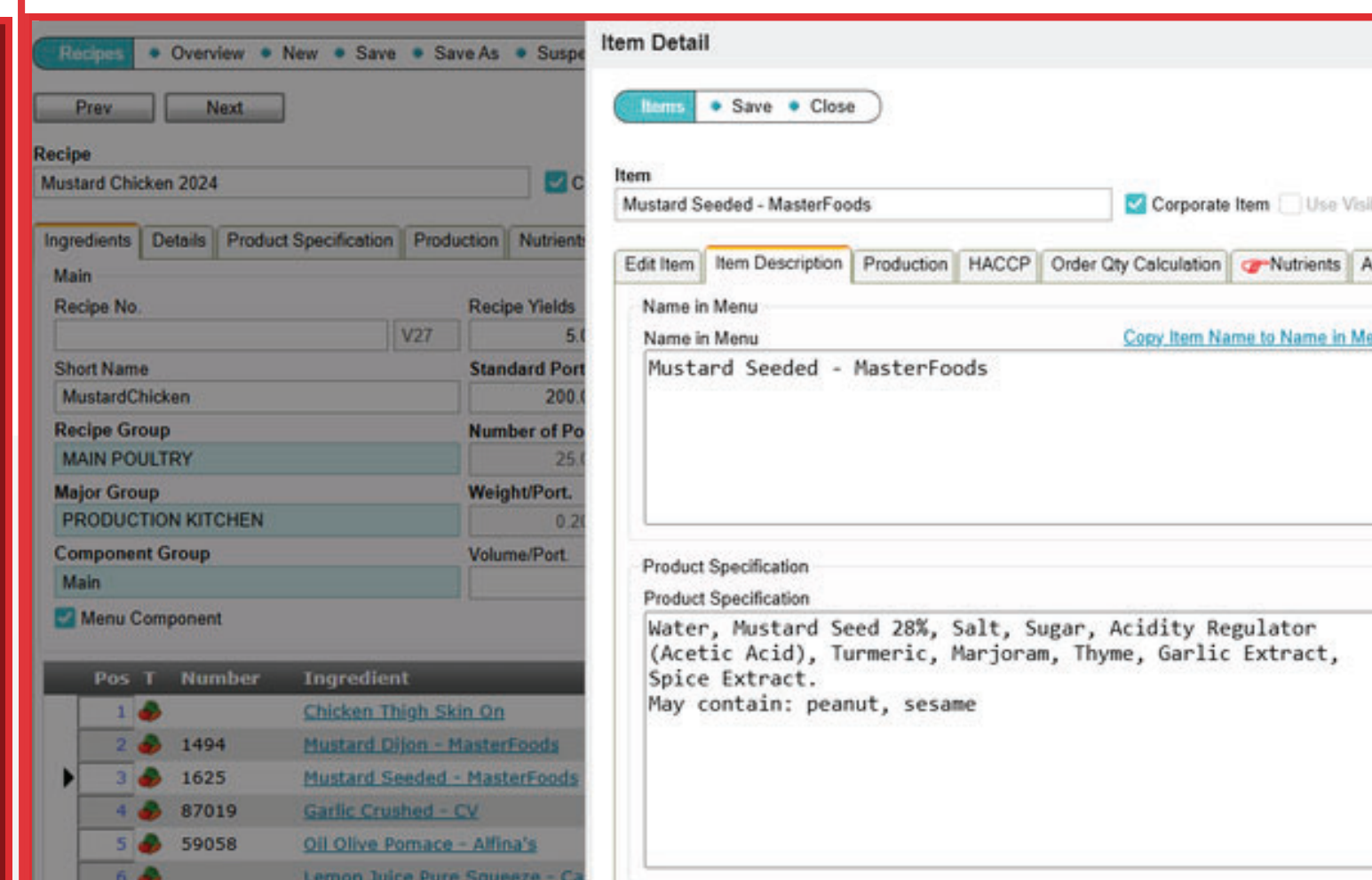
To enhance patient safety and quality of care by monitoring and updating **allergen, intolerance, ingredient, and nutrition information** in the Delegate system through a food packaging audit.

Methods



Data collection:

- Photos of 624 products taken over 3 weeks (Aug 2025).
- 117 excluded (not used for patients).
- 549 products reviewed in total.

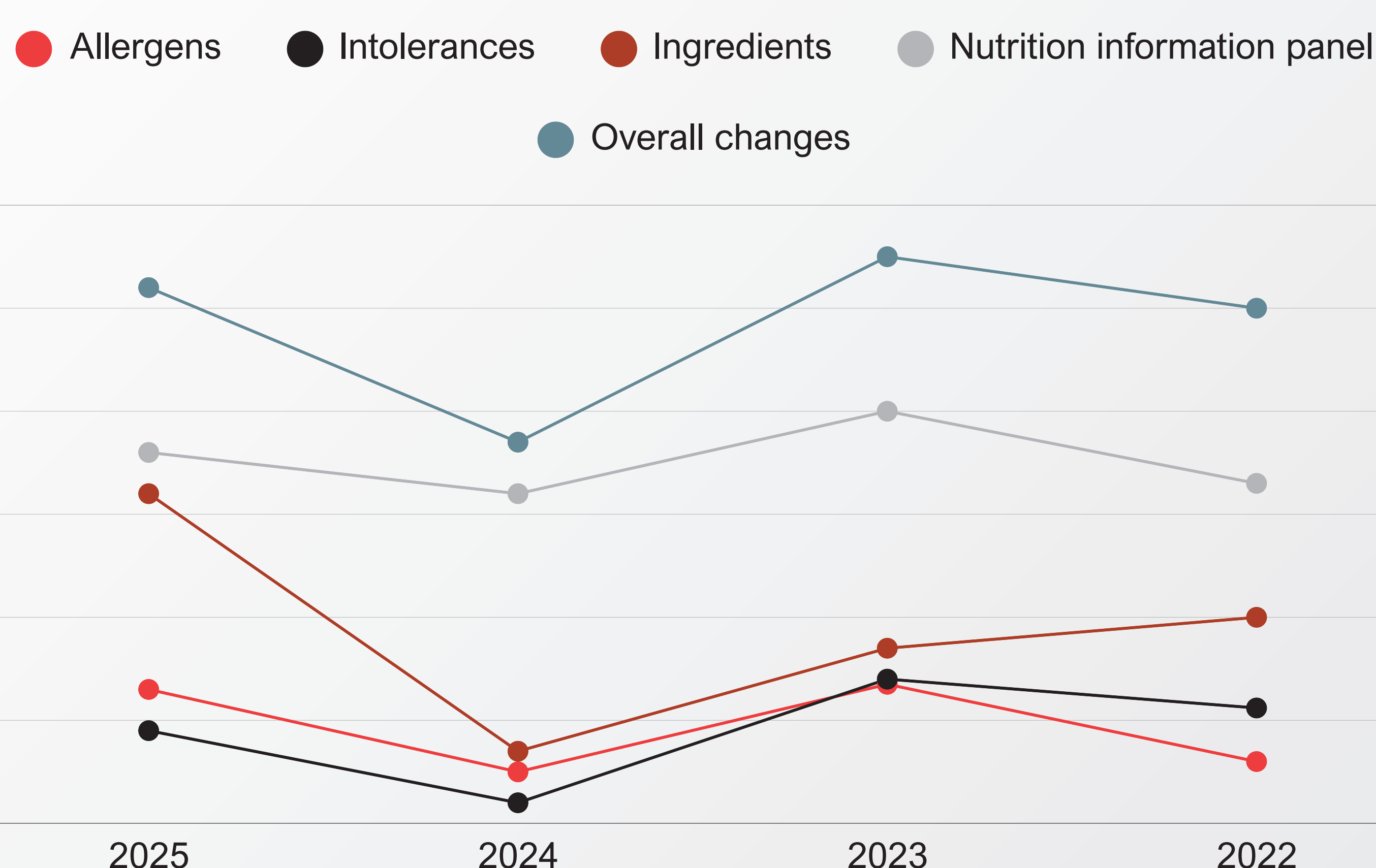


Audit process:

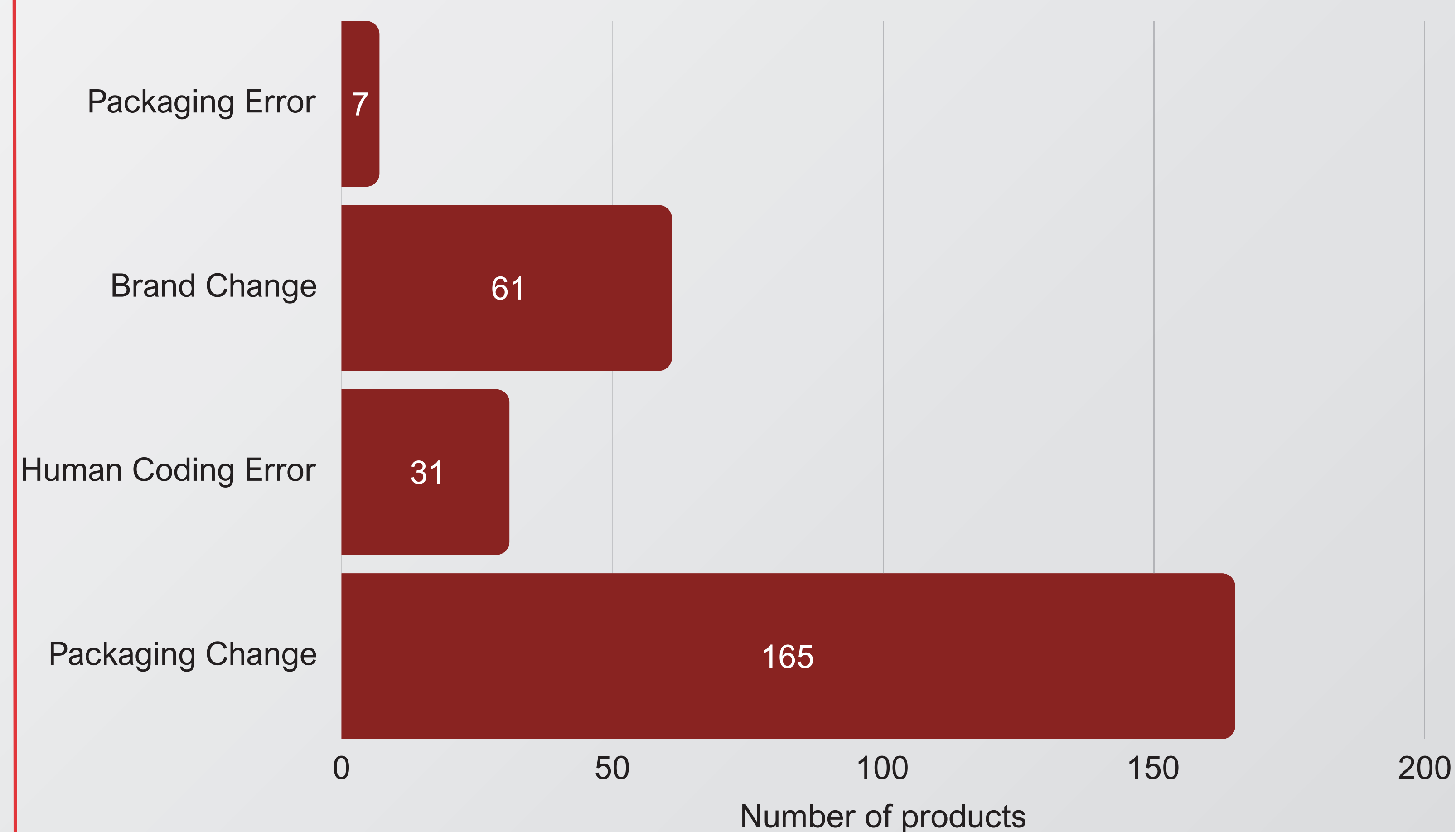
- Compared packaging with Delegate
- Recorded changes and analysed in excel spreadsheet

Results

Percentage change to product components



Reason For Change



Discussion

- Over half of products changed since last audit → frequent manufacturer updates.
- Accuracy in Delegate declined in 2025, largely due to new menu implementation and product substitutions.
- Supplier communication gaps and unreported alternative products contributed to inconsistencies.
- Brand-specific data is critical for accuracy.
- Recipe-level impacts were not investigated.

Recommendations

- Continue annual packaging audits to ensure patient safety & meet HACCP requirements.
- Notify food service dietitians of all product substitutions.
- Target high-risk product groups (e.g high allergen items, Kosher etc.) for extra review.

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