

# **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.

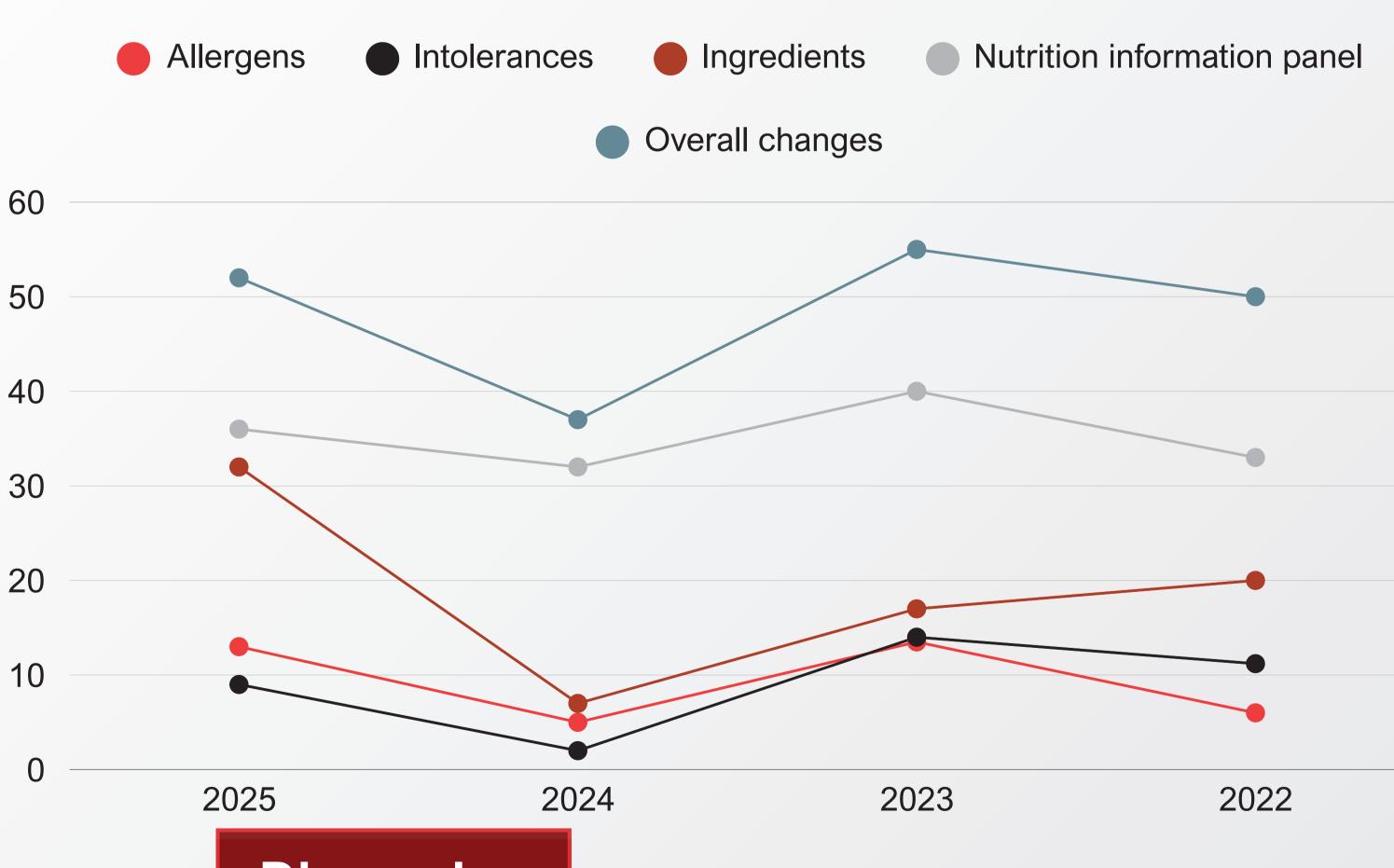
# Prev Next Recipe Mustard Chicken 2024 Item Mustard Chicken 2024 Item Mustard Chicken 2024 Item Mustard Chicken 2024 Item Mustard Seeded - MasterFoods Recipe No. Recipe Yields V27 5.1 Short Name Standard Port Mustard Chicken 200.1 Recipe Group Number of Po MAIN POULTRY Major Group Weight/Port. PRODUCTION KITCHEN 0.2 Component Group Weight/Port. PRODUCTION KITCHEN 0.2 Component Group Weight/Port. Product Specification Main Product Specification Main Menu Component Product Specification Water, Mustard Seed 28%, Salt, Sugar, Acidity Regulator (Acetic Acid), Turmeric, Marjoram, Thyme, Garlic Extract, Spice Extract. May contain: peanut, sesame

# 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.

Delegate Technology GmbH (2024). Version 18.10.143.2090. Austria

- 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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