

**Andrews University Internship Program of Nutrition and Dietetics
Foodservice Quality Improvement Rubric**

Name: Rebekah Vukovich

Date: 10-12-14

Skills	Excellent (5)	Acceptable (4)	Needs Improvement (3)	Raw Score	Weight	Final Score
Customer Satisfaction/Quality Control Tool Assessment	Determine appropriate diagnostic tool to be used to collect more detailed data (patient tray accuracy, patient food temperature test trays, patient rounding, etc.) Data assessment is accurate.	Determine appropriate diagnostic tool to be used to collect more detailed data (patient tray accuracy, patient food temperature test trays, patient rounding, etc.) Missing some parts of the data assessment is accurate.	The diagnostic tool to be used to collect more detailed data (patient tray accuracy, patient food temperature test trays, patient rounding, etc.) is inappropriate. Data assessment is inaccurate.		3	15
Comments:						
Quality Diagnostic Statement	Able to diagnose/identify casual factors for quality improvement initiative	Able to diagnose/identify partially factors for quality improvement initiative.	Unable to diagnose/identify factors for quality improvement initiative.		3	15
Comments:						
Action Plan and Goal (Plan)	Operational action steps are defined with identified implementation date and responsible person identified. New data goal to achieve after plan implementation developed is measurable.	Operational action steps are partially defined with identified implementation date and responsible person identified. New data goal to achieve after plan implementation developed is measurable.	Operational action steps are not defined with identified implementation date and responsible person identified. New data goal to achieve after plan implementation developed is not measurable.		6	30
Comments:						
Action Plan Implementation (Do)	Implements steps according to plan. Plan steps are thoroughly communicated	Implements steps according to plan. Plan steps are not thoroughly communicated	Implements steps according to plan. Plan steps are not communicated.		6	30
Comments:						
Documentation (Check/Act)	Follow up data is documented to see if goal is achieved. Policies and /or procedures are rewritten, if necessary, in appropriate format. If goal not achieved, action plan is rewritten.	Follow up data is partially documented to see if goal is achieved. Policies and/or procedures are rewritten, if necessary, in appropriate format. If goal not achieved, action plan is partially rewritten.	Fail to follow up data is documented to see if goal is achieved. Incomplete policies and /or procedures rewritten. Action plan is not rewritten.		2	10
Comments:						
Passing grade is 80% Preceptor signature <u>[Signature]</u>						Total Score: <u>100</u> %
Intern signature _____						Date: <u>10/11/14</u> Date: _____