

**Andrews University Dietetic Internship
Foodservice Performance Improvement Rubric**

Name: Karen Casey Topic: Food Allergies Date: 1/30/2025

Skills	Excellent (5)	Acceptable (4)	Needs improvement (3)	Raw Score	Weight	Final Score
Customer Satisfaction/Quality Control Tool Assessment	Conduct customer service quality management activities. Determine appropriate diagnostic tools 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 tools 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.	5	3	15
Quality Diagnostic Statement	Able to diagnose/identify causal factors for performance improvement initiative	Able to diagnose/identify partial factors for performance improvement initiative.	Unable to diagnose/identify factors for performance improvement initiative.	5	3	15
Action Plan and Goal (Plan)	Operational action steps are defined with identified implementation date and a responsible person identified. New data goal to achieve after plan implementation is measurable.	Operational action steps are partially defined with identified implementation date and a responsible person identified. New data goal to achieve after plan implementation is measurable.	Operational action steps are not defined with an identified implementation date and a responsible person identified. New data goal to achieve after plan implementation is not measurable.	5	6	30
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.	5	6	30
Documentation (Check/Act)	Follow-up data is documented to see if the goal is achieved. Policies and/or procedures are rewritten, if necessary, in an appropriate format. If the goal is not achieved, the action plan is revised.	Follow-up data is partially documented to see if the goal is achieved. Policies and/or procedures are rewritten, if necessary, in an appropriate format. If the goal is not achieved, the action plan is partially revised.	Fail to document follow-up data to see if the goal is achieved. Incomplete policies and/or procedures rewritten. Action plan is not revised.	5	2	10
Comments: Passing grade is 80%				Total Score:	%	100

Preceptor signature Marylynn Bierma
Intern signature [Signature]

Date: 1/30/2025
Date: 1/30/25