

# Managing food allergies for children in hospital – what does good look like?

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Food Allergen Management Symposium  
Brisbane Convention Centre  
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“What is food to one man may be fierce poison to others”



Lucretius (99-55 BC)

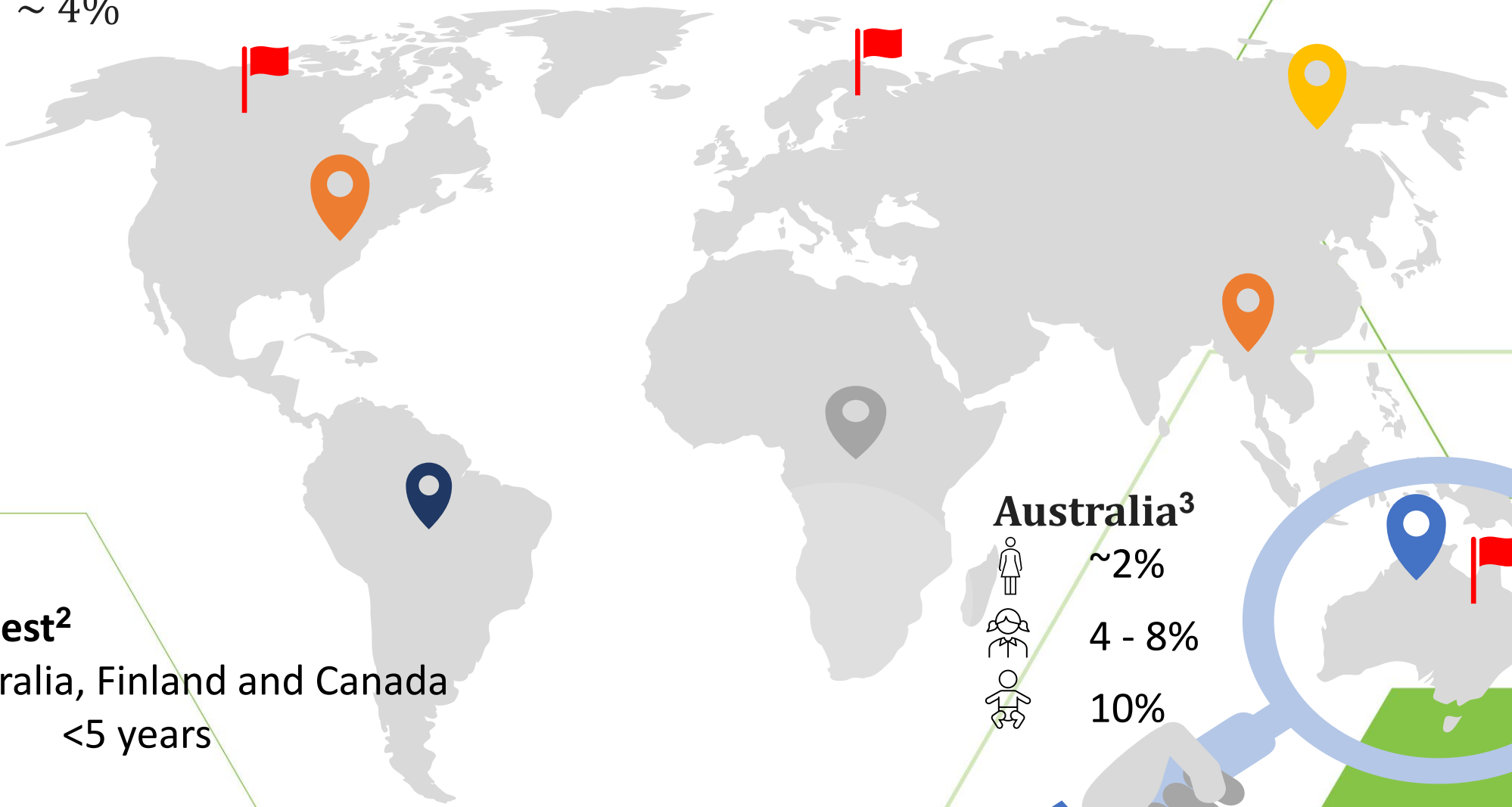


# Background

Allergy prevalence data




## Worldwide<sup>1</sup>

 ~ 1%  
 ~ 4%



 **Highest<sup>2</sup>**  
Australia, Finland and Canada  
 <5 years

## Australia<sup>3</sup>

 ~2%  
 4 - 8%  
 10%



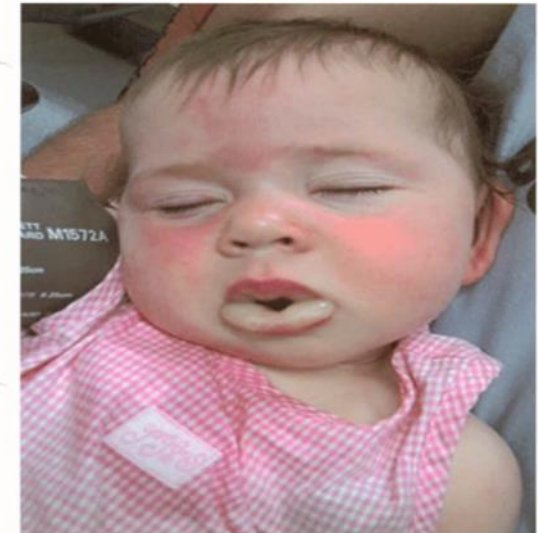
# Queensland Children's Hospital: Food Services

Of the infants/children identified with food allergy:

- **High risk** particularly if also respiratory distress
- Cow's milk, nut, egg, seafood and gluten
- **65-75% have multiple food allergies**
- Carer not always with child

- Robust processes to safe guard vulnerable population
- Continuous auditing and training
- Incident reporting and review

**“Right meal, right patient, first time, every time”**





national  
allergy  
strategy



# How does Queensland Children's Hospital achieve best practice?

## Food Allergen Management in Foodservice

### A BEST PRACTICE GUIDELINE

Developed by Statewide Foodservices Qld. Health  
Block 7 Level 7 Royal Brisbane & Women's Hospital,  
Butterfield St., Herston Qld 4029

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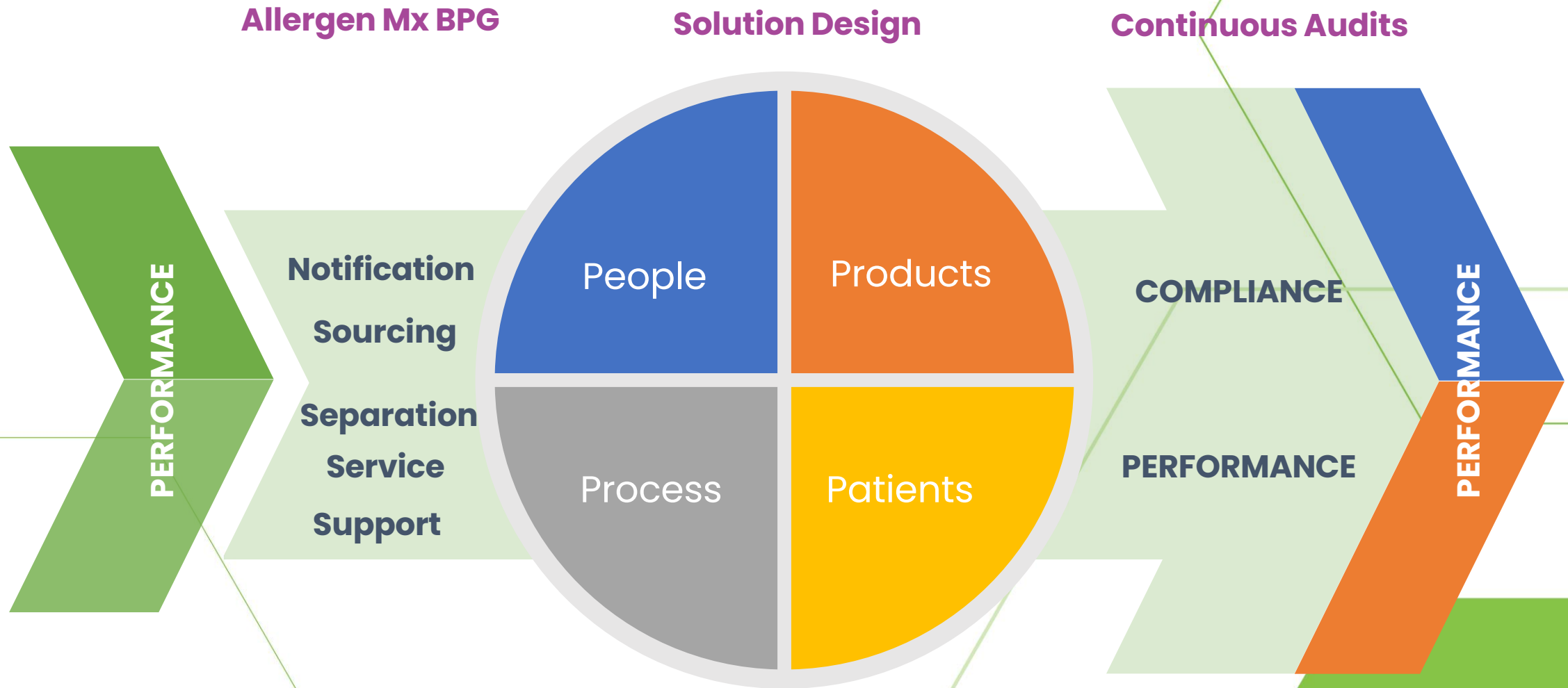
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# QCH Allergen Management Governance Framework

“Right meal, right patient, first time, every time”



# QCH Modified Food Allergen Management Audit Tool

3. SEGREGATION						
Allergen Management Process	Allergen Risk Management	Auditing procedure of Allergen Management	Level demonstrated			Comments
			Full Score = 2	Partial Score = 1	Nil Score = 0	
3.1 Storage	3.1.1 Identify foods required (check stored appropriately as per allergen storage in FSP) and check ingredient labels	<b>1) Liaise with Medirest Headchef to organise a time to observe food storage within the Foodservice kitchen.</b>				
		Assess if food products used in allergy products are appropriately stored, as per the FSP.	✓			Allergen free products are stored within the special diet fridge. Stored as per the FSP.
		<b>2) Through observation of meal preparation, determine, if the cook:</b>				
		<ul style="list-style-type: none"> <li>Identifies the foods products required</li> </ul>	✓			Use of daily task list to identify products needed
	<ul style="list-style-type: none"> <li>Checks they have been stored correctly, as per allergen storage FSP</li> </ul>	✓				
		<ul style="list-style-type: none"> <li>Checks the ingredient labels.</li> </ul>	N/A; not within the role of the cook to check ingredient labels			
	3.1.2 Pre-plated allergy meal covered and stored appropriately as per FSP until delivery	<b>3) Observe meal plating:</b>				
<ul style="list-style-type: none"> <li>Pre-plated allergy meals are covered and stored appropriately until delivery, as per FSP.</li> </ul>		✓			Food on the tray was either packaged food or was covered appropriately with plate/bowl covers	

If 100%, score = 2  
 If 1-99%, score = 1  
 If 0%, score = 0

## Total score

Tally total scores from each section to determine total score.

Section	Score	Possible score	%
1. NOTIFICATION	19	22	86
2. SOURCING	12	12	100
3. SEGREGATION	30	30	100
4. SERVICE	32	40	80
5. SUPPORT PROGRAMS	51	58	88
<b>Total</b>	<b>144</b>	<b>162</b>	<b>89</b>

# Notification:



## MEAL PROCESS

Admission

Meal ordering

Diet/Menu Office

### Risks identified:

1. Multiple databases where allergies are documented
2. Manual processing of allergy information onto tray slips
3. Parent/Carer Allergies

### Mitigation strategies:

1. Printed tray slips, red allergy stamp, allergens highlighted
2. Help desk orders – verbal triage for allergy status
3. Allergy dashboard



# QCH CHIRPS Food Allergy Dashboard

Last Refresh Time:  
23/05/2023 2:25:39 PM

LOCATION	AR_ID_FOOD_ALLERGY	MRN	ALLERGY	VOCABULARY	ENCOUNTER TYPE	SEVERITY	SOURCE OF ALLERGY
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Patients with no Allergy Docu...

0

Current No. of In-Patients

263

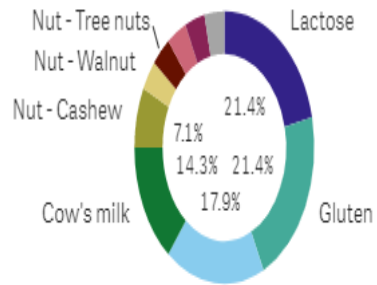
Current No. of Emergency Pati...

54

QA Data Discrepancy

1

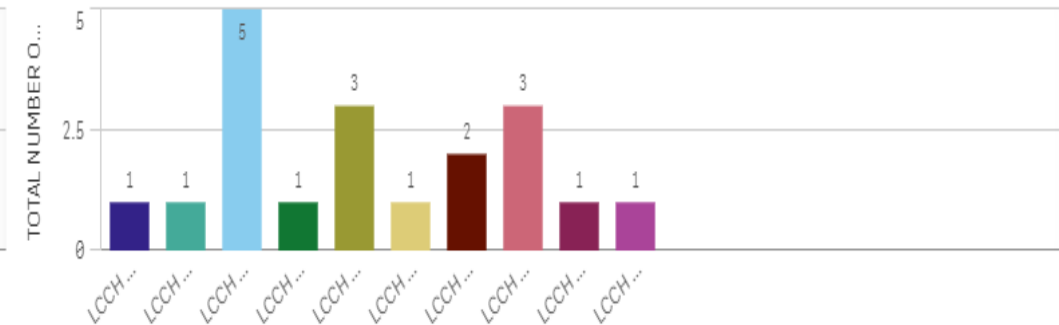
TOP 10 ALLERGIES by PERCENTAGE



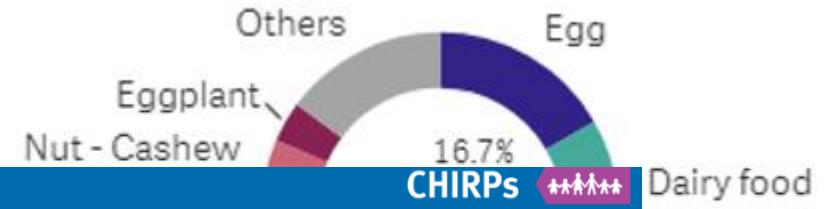
QA DATA DISCREPANCIES by LOCATION



PATIENTS by LOCATION

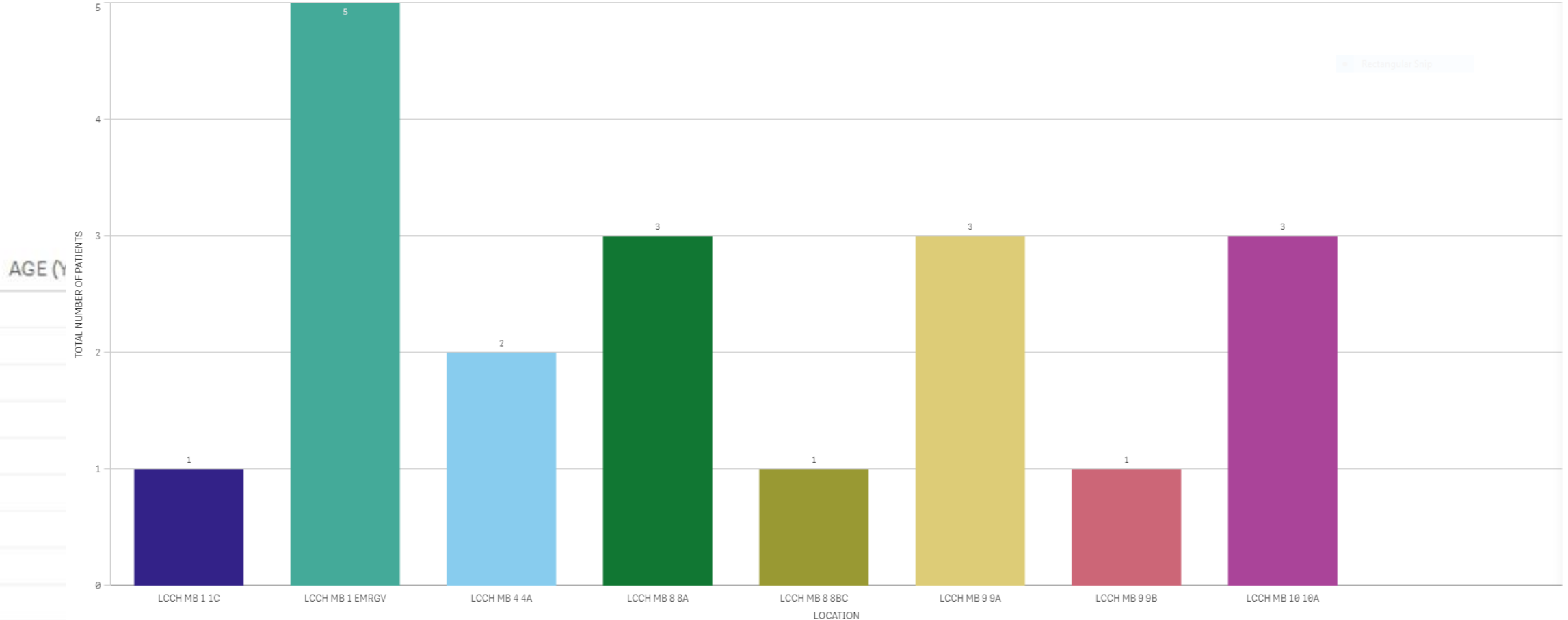


# QCH CHIRPS Allergy Dashboard



## Allergy Dashboard

PATIENTS by LOCATION



1	LCCH MB 10 10A	Cow's milk
1	LCCH MB 4 4C	Cow's milk

# SOURCING

## Risks identified:

1. Currency of product information
2. Set and forget approach to verification
3. No schedule for auditing PIF accuracy

## Mitigation strategies:

1. Trusted suppliers – minimum criteria for allergen declaration
2. PIF provided for all products brought on site
3. Store person audit of ingredients used on multiallergen menu
4. Continuous verification
  - a. Product Accuracy Audit
  - b. Food item or ingredient substitution process: form



**Food contracts**

**Product receipt**

**Product checking**

# Form Templates

## Incoming Goods Receiveal; Allergen Awareness

To be completed by the **storeman 1x/week**. Once completed, please give the form to the Food Services Dietitian.

Declarable allergens may be listed in bold in the ingredients list, as a contains/may contain statement or in a manufacturing statement (eg. Processed in a factory that also processes peanut).

**Check for: Egg, Milk, Lupin, Soy, Sesame, Peanut/Treenut/Nut, Shellfish/Seafood/Fish/Crustacea, Wheat/Gluten**

**Auditor Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Product	Brand	Allergen Declaration is Nil	Is there an error	Initials
Arborio Rice	Riviana			

## Product Substitution Approval Form

**Temporary Unavailability**  **Permanent Change**  **New item**

Submitted by: \_\_\_\_\_ Position: Medirest FS Dietitian

Date: \_\_\_\_\_

**Menu Cycle:** (e.g. week 1 or week 2): \_\_\_\_\_ **Menu item for change:** (include day, meal, week of cycle)

**Suggested replacement menu item:**

**Product Specification Sheet attached:**  Yes  No

**Reason for menu change:**

**CHQ Dietitian / Speech Pathology verification of TMF IDDSI compliance**

Name: \_\_\_\_\_

Sign: \_\_\_\_\_

Date: \_\_\_\_\_

**Approved by Medirest Dietitian**  Yes  No

Date: \_\_\_\_\_

Sign: \_\_\_\_\_

Dietitian's Comment:

Allergen status: None

Service Impacts:

Implementation date:

Country of Origin:

**Approved by QCH Dietitian**  **Yes**  **No**  **Other (Please specify)**

Date: \_\_\_\_\_

Sign: \_\_\_\_\_

Jacaranda Place considered

Dietitian's Comment:



# Meal service and assistance

## Risks identified:

1. Validation of meal tray items against tray slip
2. Allergy meal provision for patients admitted after hours
3. Allergen information for parent accessed items on wards

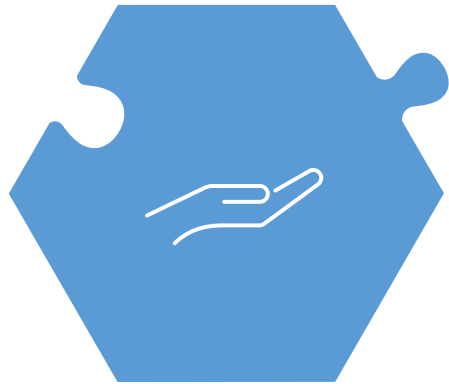
## Mitigation strategies:

1. Therapeutic meal check against card (2 x checks)
2. Meal accuracy audits as tray leaves kitchen
3. Two x multiallergen meals available after hours
4. Patient 3 point id checks (NAME, DOB and any FOOD ALLERGIES)
5. Ward allergen matrix



**Meal Delivery**  
**Mid meal delivery**  
**Meal assistance**

# Support programs



Incident Mx

Recipes

Cleaning

Training

Verification

Food from home

## Risks identified:

1. Food governance and reporting systems
2. Processes for communicating errors
3. Food brought in from home

## Mitigation strategies:

1. Food Allergies Inpatient Management procedure
2. Safe Handling and Storage of food Brough in from Home for Inpatients Policy
3. Governance: Food Services sub committee, NSQHS Standard 5, Riskman
4. Training – All About Allergen

Children's Health Queensland Hospital and Health Service

### Procedure

#### Food Allergies: Inpatient Management

Document ID	CHQ-PROC-65673	Version no.	3.0	Approval date	04/11/2021
Executive sponsor	Executive Director Allied Health	Effective date		Effective date	04/11/2021
Authoricustodian	Director Dietetics and Food Services	Review date		Review date	04/11/2023
Supersedes	2.0				
Applicable to	All Queensland Children's Hospital (QCH) staff, contractors, and consultants				
Authorisation	Executive Director Clinical Services				

Children's Health Queensland Hospital and Health Service

### Procedure

#### Safe Handling and Storage of Food Brought in from Home for Inpatients

Document ID	CHQ-PROC-00502	Version no.	4.0	Approval date	17/10/2022
Executive sponsor	Executive Director Allied Health	Effective date		Effective date	17/10/2022
Authoricustodian	Director Dietetics and Food Services	Review date		Review date	17/10/2024
Supersedes	3.0				
Applicable to	All Queensland Children's Hospital (QCH) staff				
Authorisation	Executive Director Clinical Services				

**Purpose**

This document outlines the procedure for food brought from home for inpatients, appropriate labelling, cleaning, and temperature monitoring of refrigerators/freezers. This is to ensure the safe handling, and storage of food brought from home for inpatients.

**Scope**

This procedure provides information to all QCH staff including:

- Ward based administration staff
- Dietitians
- Nursing Staff
- Medirest employees
- Speech Pathologists

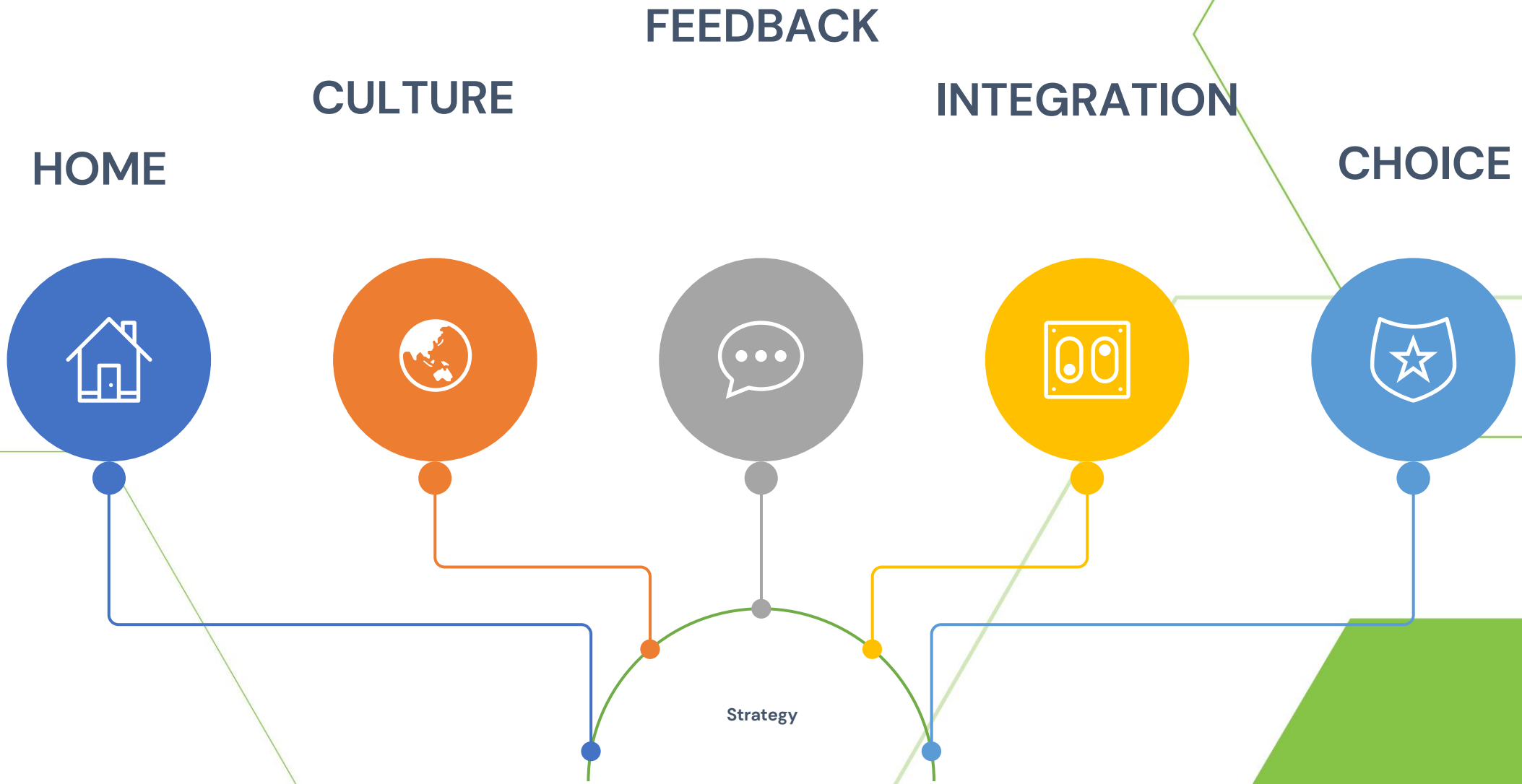
**Definition of Food Brought in from Home**

Any food items supplied to inpatients that are not supplied by QCH food services department. This includes:

- Any food prepared outside of QCH (i.e., home).
- Food that is purchased from any retail outlets. This includes items purchased through retail/ vending outlets within QCH.
- Food ordered via any delivery service: i.e., Uber Eats, Menulog, etc.



# Quality in addition to safety







# QCH Opportunities for improvement



Continual auditing of existing processes and safety measures



Procedures for checking:

- mid meals
- foods used for therapeutic feeding assessment trials
- Labelling of therapeutic mid meals

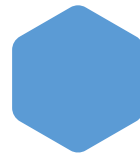


Integrative menu design to improve choice



Labelling improvements to include:

- Ingredients + allergens
- indicate product placement on shelves



100% training All about allergens for hospital and annual refresher

# Acknowledgements

- Aoife Elliott – A/ Dietitian Consultant, QCH
- Craig Wegner – Food Safety and Nutrition Support Quality Coordinator, QCH
- Medirest Team – Mirna Yogiaman (Dietitian) Kim Adams (Head Chef)
- Queensland Health Statewide Foodservices Group
- National Allergy Strategy
- BVAQ