Standard Operating Procedure for Meals at Home

# Recruitment of clients

1. Initial visit
2. Recruiter will complete with client MOW application, MOW Diet order, MOW first week frozen meal selection (paper form), and initial assessment. Complete in black ink.
3. Scan in two separate emails the MOW application and Diet Order forms, separate from the initial assessment and first week frozen meal selection (paper form) to Barb Amerman at [Barbara.amerman@eskenazihealth.edu](mailto:Barbara.amerman@eskenazihealth.edu)
4. Review contents of Meals at Home folder with client (client copy): project description and commitment, important contact information, Regenstrief Institute (RI) Satisfaction Survey Questionnaire (client will be called 4-5 times throughout the 30 weeks), photos and description of frozen meal options, EH Traditional route menu cycle.
5. Assign to client:

* Username: Initial of first name and complete last name (e.g., JSmith), case sensitive.
* Password: username1 (e.g., JSmith1. Numerical 1 is constant for all clients).

1. Write username and password in client’s folder (label provided on inside of folder).
2. Instruct client on how to access Meals at Home.
3. Provide client with your business card/contact information.
4. Subsequent client visits (frozen meals)
5. Barb will email recruiter the client’s meal start date. Recruiter will then visit client as close as possible to the day after this date to assist in placing subsequent frozen meal orders thru Meals at Home.
6. Recruiters will assist their clients on any questions relating to Meals at Home.

# Processing of new MOW Applications

1. Barb will assign STUDY ID for each new client. Barb will add any extra information on Diet Order form pertaining to client’s food dislikes/food allergies (for Traditional route deliveries).
2. Barb will email each client’s MOW application and diet order to Lauren Scharenbrock at [lscharenbrock@mealsonwheelsindy.org](mailto:lscharenbrock@mealsonwheelsindy.org) and John Francis at [jfrancis@mealsonwheelsindy.org](mailto:jfrancis@mealsonwheelsindy.org).
3. MOW will process each application per their operating procedure.
4. For new clients in Split groups (Healthy Family, Barton), MOW designee will email Barb with the start date, diet order, facility name if not from EH Food and Nutrition Services.

# Meals at Home Dashboard (frozen meals)

1. Admin access will be given to Barb, Amy, Tom, and Seth at EH.
2. Admin access will be given to Lauren and John at MOW.
3. Barb will be the primary person to add clients. Barb will add in “Delivery Notes” any pertinent information.
4. MOW (Lauren/John) will email Barb at [Barbara.amerman@eskenazihealth.edu](mailto:Barbara.amerman@eskenazihealth.edu) the delivery day and the start date of each client.
5. Barb will enroll client, select delivery and start dates.
6. Barb will enter client’s first week frozen meal selection (paper form).
7. MOW will email Barb regarding any changes in client’s delivery day and/or start date.
8. MOW/Barb will notify the other if the client has withdrawn from the project.
9. Lauren to complete MOW procedure in compiling orders, deliver order/check order delivered. MOW driver will deliver the meals.
10. Barb will edit each client for “completed” status.
11. Barb will email Cori at [cmccorkl@iupui.edu](mailto:cmccorkl@iupui.edu) of withdrawn and “complete” clients.

# RedCap

1. Barb will add new clients when start date is known and enter in the study arm.
2. Barb will complete each client’s baseline and initial and final assessments in RedCap.
3. Barb will email Cori of new clients name and study ID in RedCap.

# Client Satisfaction Survey

1. RI staff will complete according to survey schedule by phone.
2. Survey results will be entered in RedCap.