REGIONAL FOOD BANK OF OKLAHOMA®

Medically Tailored Meals Program

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Medically Tailored Meals Overview

Medically Tailored Meals (MTMs) are fully prepared, dietitian-designed meals that align with a patient's medical needs and treatment plan, making nutrition a therapeutic intervention.

As part of the Food Is Medicine movement, MTMs improve health outcomes, reduce healthcare utilization, and strengthen disease self-management by pairing condition-specific meals with education and clinical partnerships.

Medically Tailored Meals (MTM) Project

3-Year Pilot Goals:

1. **Design and implement:** Launch and test a scalable Food Is Medicine model that integrates medically tailored meals and nutrition education in diverse clinical settings.

2. **Evaluate and validate:** Demonstrate the program's impact on health outcomes, disease self-management, food security, and healthcare utilization.

3. **Sustain and expand**: Build a long-term Food Is Medicine program that advances the Regional Food Bank of Oklahoma's mission and improves population health across our 53-county service area.

MTM Distribution Model

- **Target Population:** patients at risk of food insecurity with a diagnosis of either Diabetes or heart disease
- **Aim:** assist with disease management, improve health outcomes, and reduce food insecurity
- **Location:** Storage and distribution of meals + education materials and classes offered on location at partnering clinics.
- **Timeline:** 3 separate pilot years
- **Distribution:** Selection of 25 meals per month for participating patients, paired with diabetes/CVD education, 9-month duration.

MTM Design

- 2023 planning year
- RD on staff oversees meal design and production
- Meals prepared in Hope's Kitchen, flash frozen, and added into inventory
- Partners order online from a variety according to patient preference
- Follow Food Is Medicine guidelines
- Designed for co-conditions of Diabetes and CVD

MTM Design – Cultural Competency

Initial Design – Hope's Kitchen hosts a meal testing event, scored by external panel of judges. The final menu determined by meal scores, judge comments, and cost.

Meal Adjustments – menu is adjusted mid-pilot year based on feedback surveys (cultural preferences, changes to existing meals, new meal requests).

After the first month, patients can select meals to take home based on preference, and partners can order based on meal popularity.

INITIAL ASSESSMENT

Available in
English
and Spanish

Patient ID: _____

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Medically Tailored Meals Patient Application

Please complete this form and return to your provider.

Confidentiality Agreement

First Name: _____ Last Name: _____

All applications are confidential. Your answers will not be linked to your name. All individual information and details will be removed.

You are not required to participate and have the right to withdraw at any-time. All survey questions are optional.

Patient Consent

Consent: I am applying for meal distribution and nutrition services from Regional Food Bank of Oklahoma, in addition to education services from Oklahoma Foundation for Medical Quality. I consent to release of medical information from my health care providers to Regional Food Bank of Oklahoma and Oklahoma Foundation for Medical Quality, for review of eligibility, evaluation of potential program barriers, and changes in health outcomes.

Legal Release: I agree to release, hold harmless, and indemnify Regional Food Bank of Oklahoma, its Board, employees, volunteers, and agents from any liability, cost, claim, or damage of any kind from my application or service.

Allergy Waiver and Disclosure: I am aware and understand that Regional Food Bank of Oklahoma's kitchen is not allergen-free, and my meals may come in contact with allergens. I am not eligible to be a client if I have a life-threatening allergy. I accept full responsibility and liability for any and all potential harm resulting from an allergic reaction associated with this service.

Patient Signature: _____ Date: _____

Phone Number: _____

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Patient ID: _____

Patient Information

Zip code: _____

Date of birth: _____ Language Preference: _____

Gender (circle one): Male Female Other: _____

Race and Ethnicity (circle all that apply):

- Alaska Native/ American Indian
- Black
- White
- Middle Eastern or North African
- Pacific Islander
- Hispanic or Latino
- Asian
- Other _____

How many people, including yourself, live in your household?_____

Medical Information

How would you rate your general health status? (Circle one):

- Excellent · Very Good · Good · Fair · Poor

Which of the following are you diagnosed with? (Circle all that apply):

- Type 1 Diabetes · Type 2 Diabetes · Gestational
- Heart Disease

If you circled **DIABETES,** please answer the following:

- What is your most recent HbA1C? _____ Date taken: _____

Medical data should be assessed within 90 days of program start

What method was used to collect the HbA1C sample? (Circle one):

- At-home finger stick · Blood lab result · Continuous glucose monitor

Do you currently take medication for your Diabetes? (Circle one):

- Yes · No

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MEAL SATISFACTION SURVEY

Available in English and Spanish

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Medically Tailored Meals Satisfaction Survey

Please complete this anonymous survey and return to your provider.

Your feedback on the Medically Tailored Meals program will help us ensure we are creating meals that you like and that are helpful to you.

1. **How would you rate your general health status? (Circle one):**
   - Excellent • Good • Average • Poor • Very Poor

2. **Do you believe you are eating healthier because of this meal program?** (Circle one):
   - Yes • No

3. **Has this meal program made it easier to meet the dietary needs to manage your diabetes and/or heart disease?** (Circle one):
   - Yes • No

4. **In general, how much did you eat of the meals provided?** (Circle one):
   - All of it • Half of it • Less than half

5. **How likely are you to recommend this program to a friend or family member? (Circle one):**

0—Not Likely 10—Very Likely

0	1	2	3	4	5	6	7	8	9	10

Be sure to complete the 2nd page!

1

6. **What type of insurance coverage do you have**? (Circle all that apply):
   - Private • Medicaid • Medicare • Indian Health Services
   - No Insurance • Other (please list): _____

4. **Do you believe you get enough frozen meals to meet your needs every month?** (Circle one):
   - Yes • No

6. **Do you have enough freezer space at home to store the frozen meals?** (Circle one):
   - Yes • No

10. **Please rate the overall variety of meals available** (Circle one):
    - Excellent • Good • Average • Poor • Very Poor

11. **Please rate the overall taste or flavor of meals available** (Circle one):
    - Excellent • Good • Average • Poor • Very Poor

12. **Has participating in this meal program helped you to feel LESS stressed?** (Circle one):
    - Yes • No

13. **Has participating in this meal program helped you save money on food?** (Circle one):
    - Yes • No

Be sure to complete the 3rd page!

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FINAL ASSESSMENT

Available in English and Spanish

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Medically Tailored Meals — Final Participant Assessment

Thank you for participating in the Regional Food Bank's Medically Tailored Meals Pilot Program. This final assessment will help our staff understand the impact of the meal program and make future program decisions.

Please complete this form and return it to your provider.

Confidentiality Agreement

All applications are confidential. Your answers will not be linked to your name. All individual information and details will be removed.

First Name: _____ **Last Name:** _____

Patient Signature: _____ **Date:** _____

1

Patient ID: _____

Medical Information

How would you rate your general health status? (Circle one):

- **Excellent** • Very Good • Good • Fair • Poor

Which of the following are you diagnosed with? (Circle all that apply):

- Type 1 Diabetes • Type 2 Diabetes • Gestational Diabetes
- Congestive Heart Failure • Coronary Heart Disease
- Hypertension

If you circled DIABETES (Type 1, 2, or Gestational), please answer the following:

- What is your most recent HbA1C? _____ Date taken: _____

Medical data should be assessed within 45 days of program end

What method was used to collect the HbA1C sample? (Circle one):

- At-home finger stick • Blood lab result • Continuous glucose monitor

Do you currently take medication for your Diabetes? (Circle one):

- Yes • No

Do you experience any of the following related to your Diabetes? (Circle all that apply):

- Foot Sores or Ulcers • Amputations • Loss of Vision
- Gum Disease • Nerve Damage, Neuropathy
- Other: _____

If you circled **HEART DISEASE**, please answer the following:

What type of heart disease have you been diagnosed with (Circle one or both):

- Congestive Heart Failure • Coronary Artery Disease
- Hypertension

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PATIENT HANDOUT

Available in English and Spanish

COMMUNITY HEALTH CENTER, INC.

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Medically Tailored Meals Pilot Guide

The Regional Food Bank of Oklahoma provides dietetically designed, scratch-made frozen meals at no cost to the patient for nine months beginning in August, 2025, and ending in April, 2026.

Participants will receive 5-6 meals per week, for a total of 20-25 meals per month. Meals will be distributed from your healthcare provider, and can be stored at home in the freezer or refrigerator.

The goal of this program is to improve or maintain the health of an individual living with heart disease and/or diabetes through the use of Medically Tailored Meals (MTMs).

Who is eligible?

Shortgrass Community Health Center patients with either:

- Cardiovascular disease (i.e. stroke, congestive heart failure, and/or hypertension)
- Diabetes (Type 1 or Type 2)

AND have screened positively for food insecurity as assessed by your healthcare provider

To see if you are eligible for participation, please contact your healthcare provider..

Additional Participant Information:

Participants must fill out an intake survey administered by their healthcare provider prior to receiving medically tailored meals. Participants will also be asked to complete a mid-point survey, and final assessment. The initial survey and final assessment will request lab results of HbA1c or lipids related to their diagnoses of diabetes and/or heart disease that will be completed by your provider. RFBO requests that lab results be within a clinically relevant timeframe in regards to the beginning and end of the nine-month program.

All participants will receive a $100 gift card to reimburse the out-of-pocket costs incurred for each completed lab test. Gift cards will be distributed by the healthcare partner, and participants will only receive gift cards for completed lab results.

The Regional Food Bank, in partnership with the Oklahoma Foundation for Medical Quality (OFMQ), are delivering a disease management education program to all participants. The education program will include in-person and virtual classes, as well as individual conversations with a health educator. The goal of this education is to give information and resources, as well as to support disease management and improve health.

If you have additional questions about becoming a participant in this program, please contact your healthcare provider at (info@shortgrasschc.com, (580) 688-2800).

If you have any questions about the education. Contact (Dorisa Ryherd, dryherd@ofmq.com, ?)

For additional food assistance, please visit www.rfbo.org.

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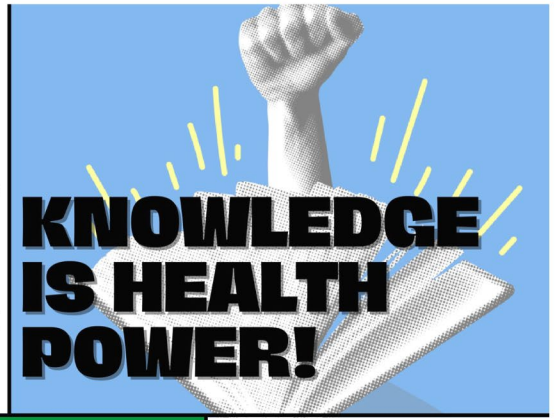
OFMQ

You're making great progress with *Medically Tailored Meals*—now let's take it to the next level! Build your knowledge of diabetes and heart health, strengthen your support system, and develop lasting habits for lifelong wellness. Together, we'll help you stay on track and feel empowered every step of the way.



Class Agenda

- Class Guidelines *(5 minutes)*
- Introductions *(10 minutes)*
- Self-Efficacy Discussion, Care Kits, and Check-In *(15 minutes)*
- Education *(40 minutes)*
- Stages of Change *(5 minutes)*
- Mind, Mood, Behavior, and Basic Needs *(10 minutes)*
- Setting Intentions *(5 minutes)*
- Resource Review and Reminders *(5 minutes)*

Join our 4-part health series—each 90-minute session is packed with practical tips on managing diabetes, improving heart health, staying active, and taking charge of your well-being. Sessions are held in a supportive group setting, either virtually or at your medical care facility. Let's build your health power together!

Our class facilitator brings a light-hearted, supportive approach to help you feel comfortable and championed on your health journey. Each session offers practical tools and personalized materials focused on diabetes and heart health, plus real talk about overcoming everyday challenges. You'll walk away informed, motivated, and ready to make lasting changes—with the added benefit of connecting with others and learning about valuable community resources.

Class Facilitator: Dori Ryherd

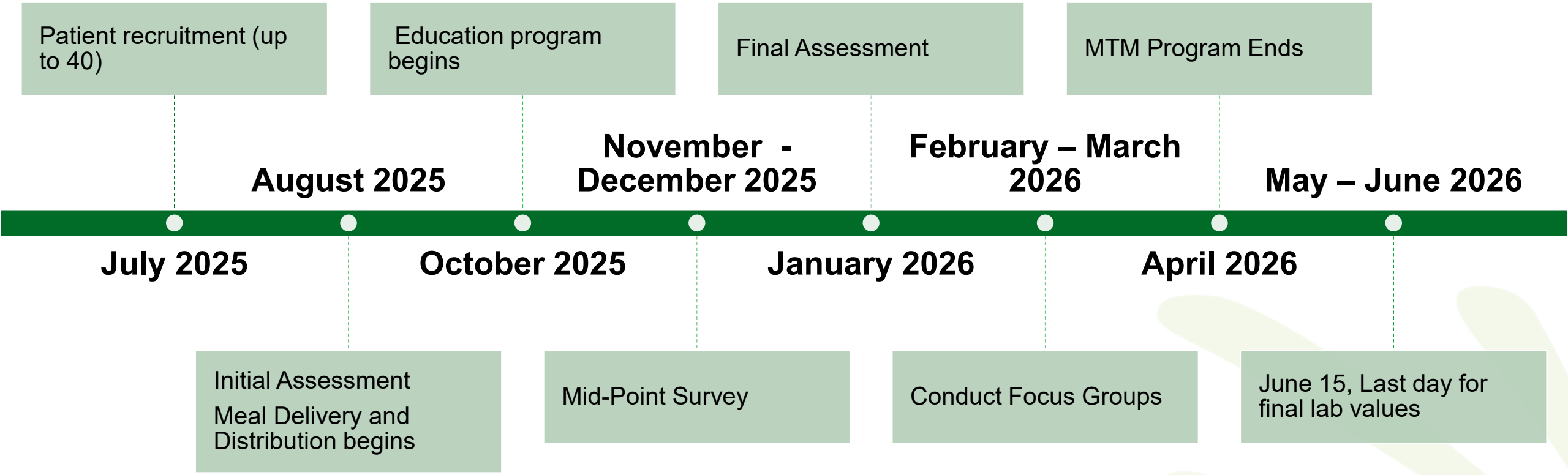
Sign up for education today!

Tools You Receive

All participants receive a ***FREE Blood Pressure Cuff and Care Kit*** packed with helpful tools to support your health journey, including:

- Easy guides for managing blood sugar, blood pressure, and fat intake
- A log book and emergency card to help track your progress and stay prepared
- Meal-building tools, fast food tips, and portion control guides
- Exercise ideas and a measuring tape to stay motivated
- Stress and smoking cessation resources
- A bathroom checklist and foot mirror for self-care at home
- Pill box for medication management
- Fun, practical tips like how to enjoy nights out while staying on track

Year 2 - Pilot Timeline – Partner #1



MTM Pilot Program: Year 1 Clinical Outcomes

Key Health Outcomes

- 73% of patients with diabetes maintained or reduced A1C values
- 64% of patients achieved a decrease in A1C
- 69% experienced a favorable increase in HDL ('good') cholesterol
- 62% saw a favorable decrease in LDL ('bad') cholesterol
- 46% of patients with heart disease had a decrease in total cholesterol

MTM Pilot Program: Year 1 Impact

Highlights

- Demonstrated measurable improvements in chronic disease management
- Participants reported reduced stress around food access (92%)
- Increased confidence in managing diabetes and other chronic conditions (89%)
- Healthcare providers identified MTM as a valuable complement to clinical care
- Established foundation for a scalable Food Is Medicine model across Oklahoma

Lessons Learned from Year 1

- **Reminder: pilot programs will never go exactly as planned**
  - Create a robust Risk Management Plan and review regularly with project team
  - Consistent/clear communication w/ stakeholders (push vs pull, standing meetings, process instructions, etc.)
  - Know what areas can be flexible and what areas require more rigidity

- **Meal adjustments based on survey feedback**
  - Increasing sodium content (within FIM guidelines range) to improve flavor
  - Adjusting meal components
  - Designing new requested meals
  - Testing different meal trays that take up less freezer space

- **Data collection adjustments**
  - Identify gaps in data collected/assessment design
  - Incorporate incentives for lab work
  - Increase sample size

Risk Management Plan

Risk Category	Risk Description	Risk Trigger	Risk Response	Probability	Impact	Risk Mitigation/Prevention	Resource Links
Inventory	Running low on MTM meal inventory	Current SS/MTM Inventory Report - showing 500 total cases or less	Alert the project team, including Hopes Kitchen, and set a same day meeting to initiate production plan. Check in on production daily until inventory is back on track.	High	High	Review automated report daily and check in with HK weekly during kitchen shut down. Create an emergency production plan with JJ Clem and Hopes Kitchen that will initiate when inventory reaches 500 cases, or a variety of 8 meals.	Report - CI - SS & M
Data Collection	MTM partner confused about data collection process	Email or call from partner with multiple questions	Call the partner and walk them through the process in detail. Answer any questions and address all concerns. Follow up with an email with the written instructions and a summary with appropriate details of the conversation. Follow up 1-2 weeks later and if confusion is still detected, schedule an immediate site visit to review the process in person.	Medium	High	Confirm with partner prior to sign on that they can accomplish documentation requirements. Provide clear instructions at initial launch of the pilot in powerpoint training and in written SOP format for each step of the process in a folder or binder. Prior to each assessment, meet with partner to review the assessment instructions, timeline and deadline, and answer any questions. Include process for ensuring HIPAA compliance.	MTM Pilot - Final A
Data Collection	MTM partner sends incomplete data	Receive incomplete data from partner	Call partner to discuss incorrect submission, explain in detail what needs to be corrected, give deadline, and send follow up email of written directions discussed. Continue to follow up until correct data is obtained. May need to visit the partner to review process in person.	Medium	High	Have each partner provide initial data that includes data from "initial assessment" to determine if anything is missing, incomplete, or incorrectly done so that it can be corrected immediately. Reiterate the value that complete data has to help increase opportunity for future program funding.	
Inventory	Meal Damage	Email or call from partner alerting to damages	Ask partner to send photos of the damage and specifics such as damage quantity and meal type immediately, send documentation of the damages to Help Desk and Inventory Team. Assess details with the project team as well as process from production, packing, transport, storage, pull, staging, and delivery. Split investigation duties among project team to quickly identify the issue and correct as approproate. Provide replacement order immediately. Check to ensure current inventory on hand at RFBO is not damaged.	Low	High	Alternate meals when packing in to cases. Ensure training is provided to new freezer staff regarding proper handling of "fragile" items.	
Partner	Change in pilot partner staff	Notified by site staff of staffing changes	Conduct immediate on-site training and check in monthly with new staff for first 3 months (minimum) to ensure program metrics are being collected adequately. Revuew all prepared documents, procedures, and timelines in detail.	Medium	Medium	Prepare set of documents for onboarding new partners that can be provided to new staff members, especially program purpose and data collection SOP. During initial onboard of new partner, ask that they inform RFBO with 3-4 weeks notice of any major staff changes.	
	Partner runs out of meals at		If partner runs out of meals, work with HD to place an emergency order. If transportation can't deliver the next business day, have someone on the			Set up weekly standing appointments if possible allowing partners to order as needed. Train partners on timing out meal orders based on distribution frequency and storage capacity. Have partners	

MTM Pilot: Year 2 Changes

- Increase sample size from 90 to 120 patients
- Testing the program model in rural clinics, ensuring a model that works in diverse clinical settings
- Meal adjustments: sodium content, packaging, menu, cost
- Incorporate on-time biometric screening incentive gift cards
- Partner with OFMQ to provide disease management education
- Established external MTM Advisory Committee
- Timeline adjustments (interval onboarding, assessments, etc.)

Partner Introduction

Oklahoma Foundation for Medical Quality (OFMQ)

Advancing healthcare and improving lives is what we're all about. Established in 1972, OFMQ is a not-for-profit quality improvement organization focused on providing customized services to optimize care for patients, providers, facilities, and communities across the state and beyond.

Dori Ryherd, MSSW, LCSW - Quality Improvement Health Educator

Background in behavioral health, specializing in advanced generalist practice and programming in community mental health care and hospitals in NY, KY, IL, OK, with a clinical focus in outpatient mental health services. Research emphasis on rural, urban, and military social work services.

MTM Health Education Class

Provided By: Oklahoma Foundation for Medical Quality (OFMQ)

Educational Materials Include:

- Conversation Maps
  - ADA (American Diabetes Association) and DSMES (Diabetes Self-Management Education and Support) Certified Class
- Care Kits
- Self-Monitoring Blood Pressure Program Materials/Lessons
- Supplemental Materials (Educational print materials, magnets, MyPlates, etc.) provided each session

Session Details:

- Virtual and face-to-face class options
- Series of four 90-minute sessions
- Dates/times to be coordinated with facility to support convenience
  - In-person sessions will most likely coincide with meal pickup days
- Approach: Flexible, utilization of motivational interviewing, self-help coaching, and encouragement to support mental, emotional, and behavioral activation changes

Point of Contact and Facilitator: Dori Ryherd, LCSW and QI Health Educator

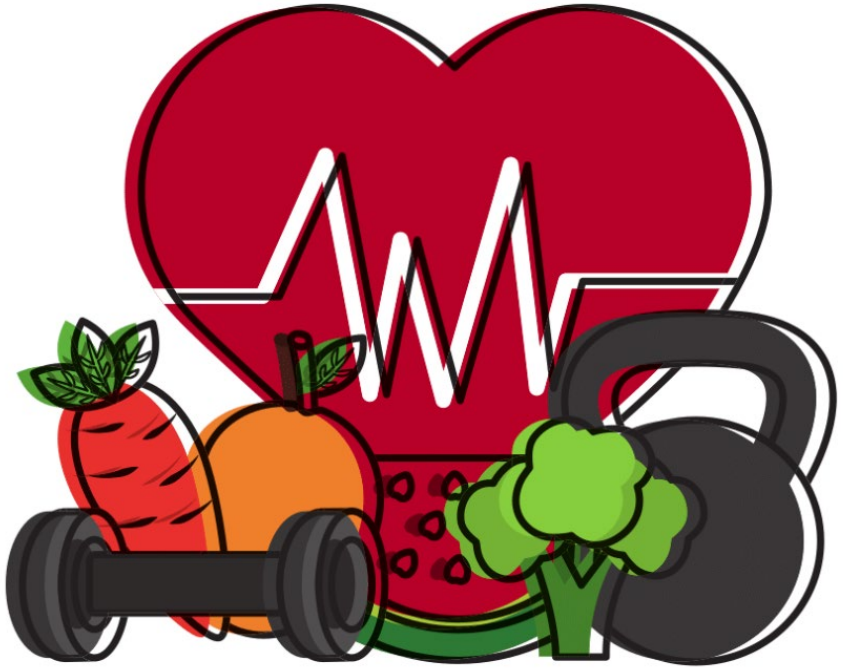
Intentions

Goal:

Enhance knowledge of diabetes and cardiovascular health through education to promote self-efficacy, social support, health management, and sustained growth.

Objectives:

1. Provide, review, discuss education and resources
2. Promote supportive and exploratory learning environment
3. Influence mind, mood, and behavioral change
4. Develop understanding of managing health better into the future



carekit

All education class participants receive a FREE Blood Pressure Cuff and Care Kit

packed with helpful tools to support your health journey, including:

- Easy guides for managing blood sugar, blood pressure, and fat intake
- A logbook and emergency card to help track your progress and stay prepared
- Meal-building tools, fast food tips, and portion control guides
- Exercise ideas and a measuring tape to stay motivated
- Stress and smoking cessation resources
- A bathroom checklist and foot mirror for self-care at home
- Pill box for medication management
- Fun, practical tips like how to enjoy nights out while staying on track

Entire Care Kit will be provided at initial session/meal pick-up so participants can begin using right away!

In Action


Medically Tailored Meals
Health Education Class
Knowledge is Health Power!
Dori Ryherd, MSSW, LCSW
Quality Improvement Health Educator
Oklahoma Foundation for Medical Quality (OFMQ)
OFMQ

Health Education Session Snapshot: Conversation Map + Care Kit Review

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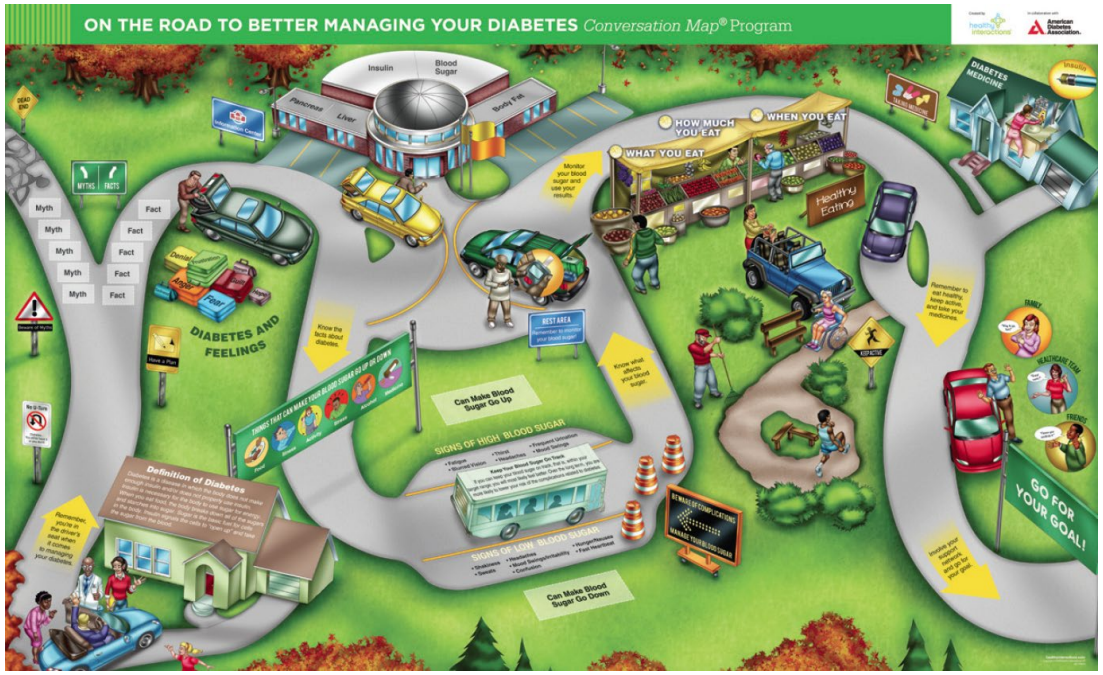


Care Kit Review

- Short Story to Drive Yourself Fit
- Logbook
- Emergency Card
- How to Watch What You Eat Poster

2

Care Kit Review

- Control Sugar Guide
- Build-A-Meal
- It's Just 40 Minutes Movement Poster ("Stretch-Stride-Strength")
- Pill Box

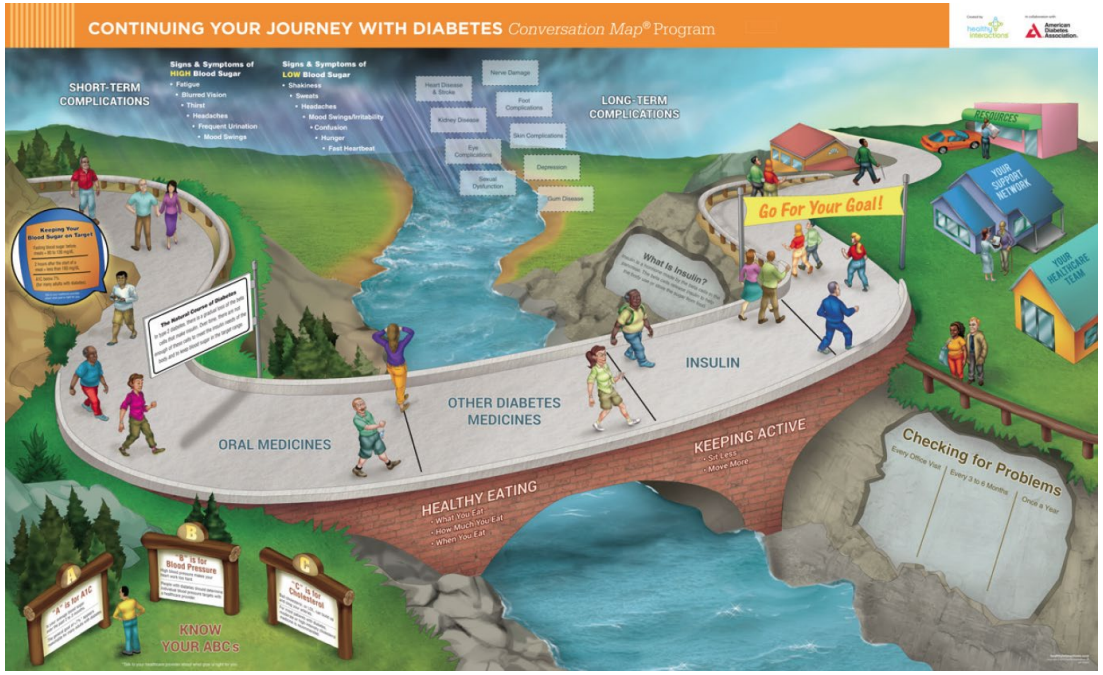
Health Education Session Snapshot: Conversation Map + Care Kit Review

3

Care Kit Review

- Control Fat Guide
- Fast-Food Advisor
- How to Survive a Night Out
- How to Read Food Labels
- Measuring Tape

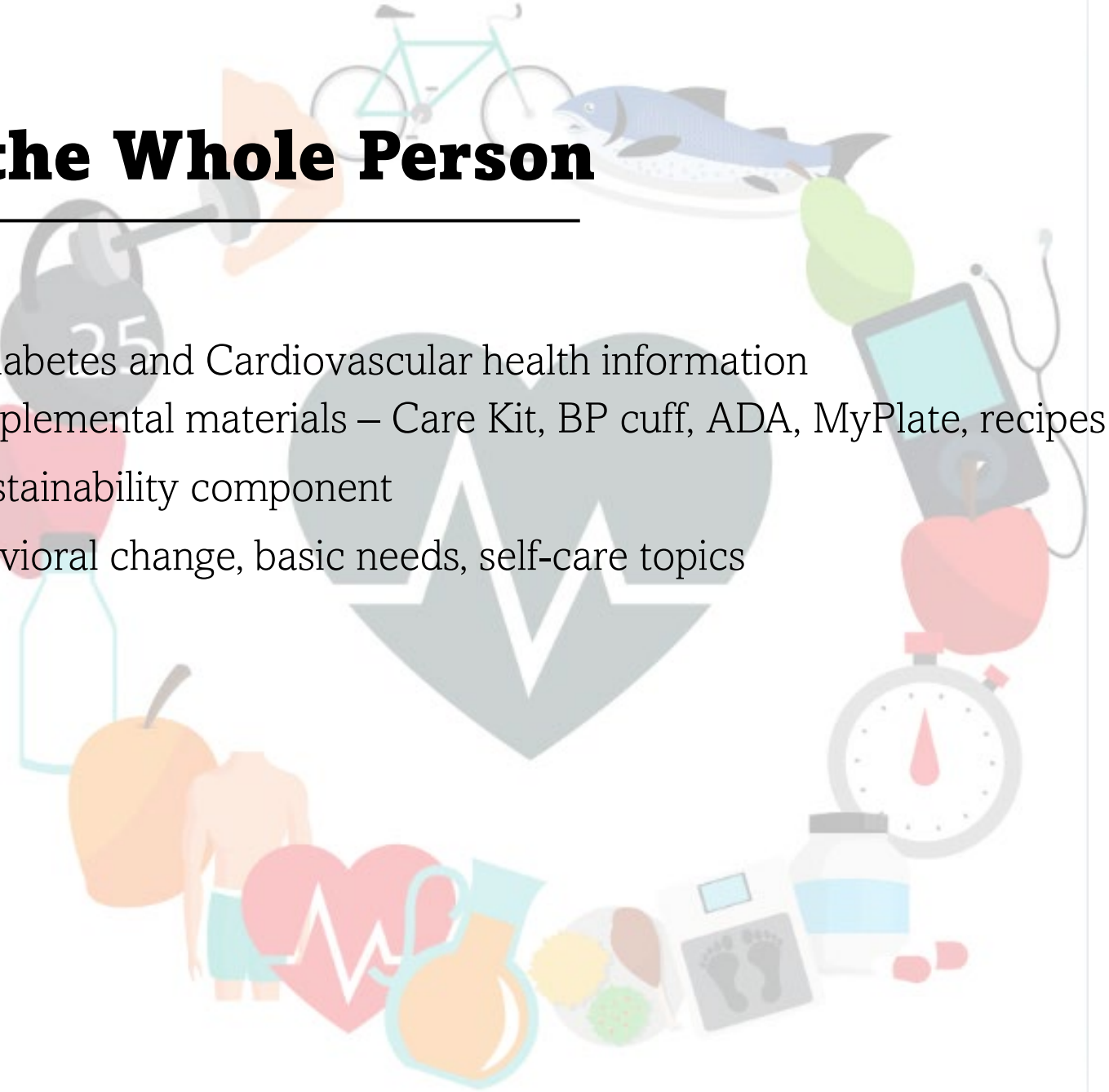
4



Care Kit Review

- Control Pressure Guide
- How to Stop Smoking
- Bathroom Checklist
- 5 Steps from Stress to Calm
- Foot Mirror

Engaging the Whole Person



- Health Education
  - Combining Diabetes and Cardiovascular health information
  - Providing supplemental materials – Care Kit, BP cuff, ADA, MyPlate, recipes
- Self-efficacy & sustainability component
- Mind, mood, behavioral change, basic needs, self-care topics
- Setting intentions
- Resource review
- Peer support

Additional Insights

We help healthcare organizations strengthen diabetes care with data-driven solutions. By implementing clinical decision support tools, ensuring quality through regular checks, and offering hands-on technical assistance, we make it easier to identify at-risk patients, improve care management, and streamline referrals—leading to better outcomes across communities with the greatest need.

We improve diabetes care by using data to guide clinical tools, support providers, and ensure patients at risk get the right care and referrals.

- EHR Analysis
- Newsletters
- Workflow development
- Community engagement
- Reimbursement review

Thank you!

Keeley White, MPH, PMP
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Dori Ryherd, MSSW, LCSW
Oklahoma Foundation for Medical Quality
dryherd@ofmq.com

Special thanks to our partnering clinics, providers, and funders!