

V UNIT

HOSPITAL FOOD SERVICE ADMINISTRATION-CENU54

Hospitality in hospital care Management of dietary department, diet planning for hospital diets, purchasing, storage and quantity food production, patient compliance, food production, serving to patient- tray and trolley service, plate waste management, washing and garbage disposal.

PURCHASE

Once a menu is planned, a number of activities must occur to bring it to reality.

Purchasing is one of the basic stages- it involves the procurement of raw materials from the market in exchange of resources. This is an important job as a high-cost factor is involved in it.

Purchase refers to the management of the supply chain.

After procuring, subsequently storage is also essential- it must be ensured that the purchased raw materials are not spoiled due to bad storage. Different raw materials have different storage time limits and requires different conditions for proper storage.

Factors that drive the supply chain management in today's world are:

1. Availability of information resources allow for easy linkages and eliminate time delays
2. The level of competition in the domestic market as well as international market demands that organizations be quick, agile and flexible.
3. Customers are becoming increasingly demanding and organizations must be pro-active and feel the pulse of the market, take up challenges, know the value of time in order to secure a place in the competitive marketplace.

For the supply chain to be effective, the following functions need to flow smoothly:

1. **Internal Functions** – i.e. day to day operations i.e. translating customer requirement into actual orders. It includes quoting prices, possible delivery dates, delivery arrangement and after sales service. E.g. Milk

2. **Up-stream suppliers** – An organization appoints persons who are responsible for ensuring that the right suppliers are selected and that they meet the performance expectations. They maintain cordial relationship with supplier as act as a liaison between the suppliers and the internal customer e.g. Engineering, Kitchen, HK etc.)
3. **Down-stream Customers** – This is the distribution channels, processes and functions that the product passes through on its way to the end customer. Take the example of a can of baked beans – goes through the packaging unit, warehouse, dealer network, etc. Logistics are responsible for actual movement of material between locations. One point entry for all material in Hotel industry is the Receiving Department.

THE PURCHASING PROCESS

The objectives of a world class purchasing organization go far beyond the traditional belief that the primary role of Purchase Department is to obtain goods and services in response to internal needs. The objectives of this vital process is as follows:

SUPPORT OPERATIONAL REQUIREMENT

Purchase must support the needs of operations by providing an uninterrupted flow of high quality goods and services that internal customers require. This can be done by:

- Buying at the right price
- From the right source
- At the required specification
- In the right quantity
- Delivery at the right time

Failure to respond to the needs of internal customer may lower the confidence these internal customs have in purchasing department and may try to negotiate contracts themselves (a practice known as “backdoor buying”)

MANAGE THE PURCHASE PROCESS EFFICIENTLY & EFFECTIVELY

- Manage effectively with the staff resources available and utilization to optimum
- Adherence to administrative budgets
- Constant training leading to productivity improvement and better decision making.

SELECT, DEVELOP & MAINTAIN SOURCES OF SUPPLY

- Must select and manage a supplier base that has potential for excellent performance in terms of product cost, quality, delivery, reliability, technology or new product development. E.g. check supplier profile, audit their premises, place trial orders etc.
- After selection, purchase works directly with suppliers to improve existing capabilities and develop new capabilities e.g. citronella candles

STRENGTHEN RELATIONSHIPS WITH OTHER FUNCTIONAL GROUPS

- Communication with other functional groups who are their internal customers. E.g. Quarterly Service Level Agreements between Departments to measure performance
- Cross functional interaction with Departments helps develop strong positive relationships and problem solving of bottle-neck areas e.g. CFT and SFT.

SUPPORT ORGANIZATIONAL GOALS & OBJECTIVES

Purchase Department must actively involve and integrate into the strategic planning process (BSC) of the organization by

- Monitoring market trends e.g. Price increases, shortages, etc and interpret the impact of these trends on the Organizations objectives e.g. food cost
- Identify critical materials and services required to support the key performance areas
- Develop supply options

Just as departments carry out certain duties on behalf of the organization, Purchase too has legitimate authority to make decisions that rightfully belong to their Department.

1. ***Evaluate and Select Suppliers*** – Purchase presumably has the expertise and training to do this thereby averting any “backdoor” buying – a situation when sellers contact and attempt to sell directly to end users. Purchase can request for assistance from internal customer when evaluating potential suppliers e.g. engineering evaluates products and performance of product. This does not

mean that the sales representatives are not allowed to talk to non- purchasing department. However they cannot make commitments to the seller or enter into contracts.

2. ***Set the Standard Purchase Specification (SPS) and Review the same:*** Purchase develop knowledge and expertise about a wide variety of materials, sometimes in consultation with the user department, and these specifications set the standard when material is received at the Stores. E.g. cauliflower bulb only (without stem and leaves)

Standard purchase specification are concise description of quality, size, weight, or count factor desired for a particular item, Specification buying will give uniformity and consistency to purchasing and receiving, that will aid to maintain a desire food cost and create a standard product.

Objective:

- To establish a suitable buying standard for particular commodity for the hotel.
- To furnish the supplier in writing in specific term the requirement of the hotel.
- To help in setting the price of a commodity.
- To obtain a standard product material for f & b dept.
- To obtain a standard product so that measurement of performance of departments can be accurate.

For proper and effective control, purchase specification should be used in all purchasing. It help in bringing uniformity and consistency in buying, which maintains required cost of product.

Each specification is determined by purchase manger, Executive chef, and F & B manager as per the catering policies, menu requirement and price range. The specification format is maintained with F & B service and production, receiving, stores department.

The purchase specifications contain:

1. a) Definition of each items. b) Grade or brand name of each item
2. c) Weight, size, or count. d) Unit against which price should be coated.
3. e) Special note for commodity.

Copies of the purchase specification need to be sent to the following:

- The purchase department
 - The supplier
 - The executive chef
 - The receiving department.
1. ***Act as the Primary Contact with Suppliers*** – Purchasing is the primary contact with suppliers but other functional departments can also interact with suppliers if required after awarding of contract e.g. engineering department talks to electrical or hardware supplier as they “speak their own language” thereby clearing any ambiguity and improving communication between buyer and seller.
 2. ***Awarding Purchase Contracts*** – Purchase has the right to determine how to award the contracts based on a) competitive bidding b) negotiations or c) a combination of both e.g. Tendering process
 3. ***Ensure regular feedback from internal customer on quality*** – Internal Customer Satisfaction Survey. Take prompt action to resolve dissatisfaction
 4. ***Ensure regular Vendor feedbacks*** – Quarterly Vendor Satisfaction Survey to take proactive action to resolve issues.
 5. ***Ensure Vendor Development of existing & new suppliers*** – visit vendor premises, suggest areas for improvement and impart training to their delivery personnel, hygiene awareness and concern for the environment.
 6. ***Market Surveys*** – for new and better products, check on prices against contracted prices etc. Competitive analysis of items.

For effective purchasing, it is essential that the following points are remembered:

- v Know the market
- v Determine the purchase needs
- v Establish and use specifications

- v Design the purchase procedures
- v Receive and check the goods
- v Evaluate the purchasing task

It is important that the person responsible for the purchase job should have the knowledge of the item to be purchased such as:

- v Where they are grown
- v Seasons of production
- v Approximate cost
- v Conditions of supply and demand
- v Laws and regulations governing the markets and the products
- v Marketing agents and their services
- v Processing
- v Storage requirements
- v Commodity and product- its class and grade.

Buying methods:

These depend on the type of market and the kind of operation:

- **Informal buying:**

This is used mainly for casual buying, where the amount involved is quite large and speed in purchase is desired. This usually involves the small organizations. This category involves oral

negotiations, talking directly to sales people, face to face or using the telephone. Informal methods vary according to market conditions.

▪ **Formal buying:**

These are best for large contracts for commodities purchased over a long period of time. Prices did not vary much during the year, once the basic price has been established. This is also known as competitive buying, it involves giving suppliers written specifications and quantity needs. Negotiations are normally written.

While selecting suppliers, the following things are to be kept in mind:

- v The prices are competitive for the goods specified in relation to the quality.
- v Financial terms offered relating to credit facilities and discount to settlement.
- v The Standard Purchase Specification (SPS) for each item
- v The delivery conditions- time of delivery, the package of the goods etc.

Instruction to the suppliers:

After the supplier(s) have been selected, written instructions on the following should be made:

- v Special requirements' delivery
- v The person(s) authorized to accept and sign for supplies.
- v The goods supplied will be as per the SPS.
- v No alteration will be accepted between quoted and invoice price
- v The name of the people authorized to order supplies
- v The contract period (normally for a year)

We all know that eating right can help you maintain a healthy weight and avoid certain health problems. Also your diet can have a profound effect on your mood and sense of well being. Eating

a healthy diet doesn't have to be overly complicated. While some specific foods or nutrients have been shown to have a beneficial effect on mood, it's your overall dietary pattern that is most important. The cornerstone of a healthy diet pattern should be to replace processed food with real food whenever possible. Eating food that is as close as possible to the way nature made it can make a huge difference to the way you think, look, and feel. By using simple tips you can learn how to create a tasty, varied and healthy diet that is good for your mind as it is for your body. Follow the diet chart below which is useful for you to decide the diet pattern for your lifestyle.

1400 kcal / day diet plan

Vegetarian

FOOD GROUPS	QUANTITY	HOUSEHOLD MEASURES
Milk (toned)	450 ml	1 and a half medium glasses
Cereal	125 g	5 rotis
Pulses	60 g	2 medium katoris
Green leafy vegetables	350 g	3 medium katoris
Other vegetables	100 g	1 medium katori
Fruits	250 g	2 medium sized
Cooking oil	15 ml	3 teaspoons
Sugar*	nil	nil
Nuts	7 g	5 almonds or 2 walnuts halves

Non-Vegetarian

FOOD GROUPS	QUANTITY	HOUSEHOLD MEASURES
Milk (toned)	450 ml	1 and a half medium glasses
Cereal	125 g	5 rotis
Pulses	30 g	1 medium katori
Non-Veg (egg/chicken/meat)	75 g	1 egg/ 2 small pieces of chicken or fish
Green leafy vegetables	350 g	3 medium katoris
Other vegetables	100 g	1 medium katori
Fruits	250 g	2 medium sized
Cooking oil	15 ml	3 teaspoons
Sugar*	nil	nil
Nuts	5 g	4 almonds or 1 walnut

* (Consult your dietitian for sugar free substitutes to satisfy the sweet craving, if any)

Sample Menu Plan-1400kcal

Vegetarian / Non Vegetarian

Morning

Tea* – 1 cup with milk (20 kcal)
Nuts – Half serving (30 kcal)
(5 almonds or 2 walnuts halves) 2 Marie Biscuits 50 kcal

Breakfast

1 medium katori cooked Dalia or wheat flakes or Vegetable poha or vegetable upma / 2 idli's / 1 small Dosa / 2 slices of bread (sandwich)/ 1 vegetable (spinach), stuffed roti (220 kcal)
Milk (toned) – 1 glass (130 kcal)
OR 1 Egg Boiled (100 kcal) 350 kcal

Mid Morning

Fruit – 1 medium sized (apple/ orange/ guava/ pear) (60 kcal) 60 kcal

Lunch

Salad – 1 medium plate (20 kcal)
Green leafy vegetables – 1 katori (50 kcal)
Dal (whole) – 1 medium katori (150 kcal)
Curd/ Vegetable – Raita – 1 small katori (130 kcal)
Chapatis – 2 medium sized OR 2 medium katori Rice (170 kcal) 520 kcal

Evening Tea

Tea* – 1 cup (20 kcal)
Fruit – 1 medium size (60 kcal) 80 kcal

Dinner

Salad – 1 medium plate (20 kcal)
Mixed vegetables – 1 medium katori (70 kcal)
Dal – 1 medium katori (150 kcal)
OR
Chicken/fish with curry- 2 small pieces (150 kcal)
Chapati – 1 medium sized (85 kcal) 325 kcal

For more information on diabetes, please visit our website www.lillyindia.co.in * with sugar free

#Calorie conversions used to develop this sample diet plan is adapted from ICMR Nutritive Value of India Foods, by C Gopalan, National Institute of Nutrition, Hyderabad.

Adapted from:
* Gopalan C. Nutritive Value of Indian Foods. National Institute of Nutrition, ICMR, Hyderabad: Food exchange system. 1991; 41.
* Martha et al. A Core Curriculum For Diabetes Education, Third Edition 1998; 189-215.
* Bagtharam V.C, Ramesha Savenag, Sharma P.D. Diet and Diabetes. National Institute of Nutrition, ICMR, Hyderabad 2000; 40-63.
* Making healthy food choices, Diabetes meal plans and healthy diet, ADA. www.diabetes.org/nutrition/ accessed on 13/03/07.
* Food pyramid for healthy weight. Mayo clinic. www.mayoclinic.com/healthy/healthy-diet/NU00190 accessed on 21/11/2006.

Please refer to full prescribing information before usage, for further details contact:
Eli Lilly and Company (India) Pvt. Ltd.
Plot No. 92, Sector-32, Gurgaon-122001, Haryana
Ph: +91-124-4750000, Fax: +91-124-4752012-13-14

LDC/Cycle/02/2010/38

Answers That Matter.

LOW FAT, LOW CHOLESTROL FOOD

- Juices like tomato juice, lime juice
- Pepper water (Rasam and Clear Soup)

- Plain Soda
- Buttermilk(dilute)
- Green leafy vegetables
- Fresh green salads and other vegetables except roots and tubers
- Fat free pickles

FOOD PERMITTED IN LIMITED QUANTITY

- Vegetable oils, Suffola oil, Sunflower oil, Sesame oil and Soyabean oil are better than other vegetable oils.Allowance per day=4-5 teaspoons
- Mayonnaise and other sauces made in vegetable oil
- Egg yolks not more than twice per week, including those used in cooking of cakes, sauces, desserts etc..
- Lean meat, Chicken, Fish in limited amount provided they are cooked without fat, ie boiled, steamed, roasted or baked.Chicken and fish are not more than 4 times a week and lean meat not more than once in a week
- Milk intake per day not to exceed 300ml

FOOD TO BE AVOIDED

- Fats like butter, ghee, vanaspathi, coconut oil
- Fried foods and foods cooked in too much fat eg. chips, samosa, patties, pappad, bhaji etc.
- Puddings, cakes, pastries and ice-creams
- Ham, Bacon, yolk of eggs, red meat, organ meats, crab, shrimps etc.Pickle made in oil
- Milk products like cheese, khoa, cream etc
- Nuts like almonds, cashewnuts, peanuts

FOOD RECOMMENDED

- High fibre foods like salads and boiled vegetables, sprouted grams pulses, fruits with skins, whenever possible and whole wheat flour and its products, parboiled, rice etc in preference to refined flour and pulses

NOTE

- Skimmed milk and its products like curd, cheese, paneer, desserts etc should be taken in limited quantity. (Maximum skimmed milk allowance per day is 500-600ml).

GENERAL PRINCIPLES OF DIET FOR DIABETES

- The most important aspect of treatment in diabetes is diet control.
- There is no special diet as such for Diabetes. It should be the same as what the individual is accustomed to.
- There is a notion that Rice should not be taken by a diabetic and only wheat or ragi should be used. This is wrong idea. All cereals, whether it is rice, wheat, ragi, cholam or jowar etc., contain about 70% of starch. So, the type of cereal that is taken is not important, only the quantity that is taken matters. Therefore, rice can be used by diabetic.
- Protein intake should be increased by the addition of whole grams like bengal gram, greengram etc., and dhalls.
- Fibre rich foods are very good for controlling diabetes and for reducing blood cholesterol. Rich sources of natural fibre are whole cereals, pulses like bengal gram, black gram, green gram etc., vegetables and green leafy vegetables. The vegetables that can be taken in unlimited amounts are:
 - Beans
 - Bitter gourd
 - Bottle gourd
 - Brinjal

- Cauli flower
- Cabbage
- Cluster beans
- Chow-chow
- Cowpea-pods
- (Karamani)
- Drumstick
- Giant chillies(Capsicum)
- Plantain stem
- Greens(all varieties)
- Ash gourd
- Kovai
- Knol knol
- Ladies finger
- Onions
- Papaya(raw)
- Garlic
- Ginger
- Plantain flower
-

- Ridge gourd
-
- White radish
- snake gourd
- Tomato(raw & ripe)
- Mint
- Coreander leaves
-
- Curry leaves
- Fat intake should be reduced to prevent increase in blood cholesterol and prevent crdio-vascular problems.The type of fat to be used is important.Higghly saturated fats like Ghee, Butter,Coconut oil etc., should not be used.

Compliance applies in many ways to healthcare; in addition to the more common areas many provider organizations think about, like [annual training efforts toward compliance](#) with regulations, typically driven by a [compliance officer](#), another significant area of concern is patient compliance.

What Is Patient Compliance in Healthcare?

When the healthcare industry talks about patient compliance, it refers to the myriad behaviors patients may pursue at the direction of a healthcare professional. These may involve medication, lifestyle moderation, therapy of any sort, or diagnostic tests. In addition, patient compliance also involves candor and honesty when interacting with a healthcare professional, so that the person caring for the patient has an accurate idea of the patient's condition and progress.

How Big Is the Patient Noncompliance Problem?

The [Journal of the American Osteopathic Association](#) (JAOA) cites research from the World Health Organization (WHO) showing that “approximately 125,000 people with treatable ailments die each year in the United States because they do not take their medication properly.” Revealing the extent to which patient compliance is a significant challenge, the same report indicates that “10% to 25% of hospital and nursing home admissions result from patient noncompliance[,] about 50% of prescriptions filled for chronic diseases in developed countries are not taken correctly, and as many as 40% of patients do not adhere to their treatment regimens.”

On the basis of a literature review of 95 studies, Patient Engagement HIT adds that “By and large, patient adherence to preventive screenings was low. Fifty-five percent of all patients across the 95 included studies were adherent to their lung cancer screening regimens.” It is likely that racial disparities are involved in these statistics, and these also “could be connected to insurance status. Patients of color are more likely to be uninsured or underinsured and struggle to access preventive screenings. This has been reflected in other analyses of preventive screening access related to breast and colon cancer screenings.”

Examples of Patient Noncompliance

The American Medical Association offers some examples of patient noncompliance, which they also call patient nonadherence. These may include:

- Fear of side effects, whether not they are realistic and really connected to the medication involved.
- Inability to afford medication or treatment, due to the high cost and limited means.
- Lack of understanding, especially that a medication is effective only when taken regularly.
- Too many medications being taken at once can lead to confusion about dosing schedules that are unnecessarily complex.

- Lack of patient symptoms may lead to the erroneous belief that medication is no longer needed.
- Worry about addiction can lead to not taking necessary medication.
- Depression may also prevent patient adherence.

How to Improve Patient Compliance

Fierce Healthcare suggests four ways to improve patient compliance:

- Quantify the severity of the situation –doctors should talk in terms of concrete improvement that can be expected from suggested care action's.
- Help patients determine their barriers to care and join them to identify solutions to them.
- Look for depression and treat it.
- Enlist allied health professionals and technology solutions to assist with patient engagement.

An overall strategy for improving patient compliance should focus on patient engagement. Clinicians need to develop and practice communication skills that encourage trusting relationships. [JAOA](#) reminds us that “Changing behaviors and enhancing comprehension is a complex issue, but unraveling the intricacies begins with a strong patient-physician relationship. The patient and physician make treatment decisions together. This relationship requires more than a medical dissertation wherein the patient nods in agreement without knowing what the physician’s information means. Physicians need to first understand how best to empathetically communicate with patients so they clearly understand the treatment plan and what can happen if they do not participate in their own care.”

HealthStream's clinical development solutions focus on developing a healthcare workforce that is competent in their efforts [to improve outcomes](#) and provide excellent patient care.

Learning Options for Improving Nurse Communication Skills

[DigitalMed: Leadership and Communication Collection](#), a 15-course bundle for nurses, that includes "Communication and Culture," predicated on the belief that "the development of trust and integrity facilitates a positive relationship and improves communication."

[Sigma: Frontline Leader Certificate Program](#), an evidence-based course that provides clinical charge nurses/frontline leaders with the knowledge and skills essential for their role. Topics covered include conflict management, communication, coaching, and feedback skills in case-based scenarios concerning customer relations, patient safety, interprofessional and intradepartmental situations.

What is Hospital Waste Management?

Hospital waste management, also called medical waste management, is a system that handles the segregation, containment, and disposal of hazardous, hospital-generated, infectious waste. Efficient waste management is critical for healthcare institutions because medical waste can be pathogenic and environmentally hazardous. Non-compliance with proper hospital waste management can lead to serious health risks, fines, and damage to a healthcare institution's reputation.

What Should a Hospital Waste Management Checklist Include?

A medical waste monitoring checklist should ideally specify and include the following information and ensure proper implementation of the following:

- Written management plan
- People responsible

- Appropriate equipment, materials, and supplies
- Waste management protocols
- Appropriate separation of wastes
- Proper collection and transportation of wastes
- Appropriate storage and disposal of wastes

Red – anatomical (e.g. blood, organs)

Orange – clinical/infectious

Yellow – clinical/highly infectious

Blue – medicines (e.g. unused drugs)

Purple – cytotoxic and/or cytostatic products (e.g. chemotherapy medicines)

Black – municipal waste – ie. not clinical or medical waste

White – dental

Healthcare waste segregation is done ideally at the very first opportunity to avoid hazardous hospital waste from getting mixed with regular waste.

Monitor and look for opportunities for improvement

Measure the success of your waste management system with a monitoring tool that easily integrates into your workflow. Conduct regular inspections of your waste management process from segregation and collection to storage, transportation, and disposal. An example of a monitoring tool you could use are checklists. These are easy to use and they help get more things done in a shorter period of time. Monitoring checklists also help ensure that people get their daily, weekly, and monthly tasks done on time.

These are just some of the practices you can do to ensure proper medical waste management in your healthcare facility. According to the World Academy of Science, Engineering and Technology International Journal of Health and Medical Engineering, enforcing proper medical waste management benefits your healthcare facility in the following ways:

- It minimizes the spread of infections and reduces the risk of accidental injury to staff, patients, visitors, and the community.

- It reduces the likelihood of contamination of the soil or ground water with chemicals or micro-organisms.
 - It attracts fewer insects and rodents and does not attract animals.
 - It helps provide an aesthetically pleasing atmosphere.
-

Medical Waste Management Tool

Perform regular medical waste management monitoring with SafetyCulture (formerly iAuditor), a mobile inspection software that allows you to conduct regular inspections on the implementation of medical waste management. Monitor how medical waste is handled to ensure that waste management programs are being followed by the healthcare staff. Gain visibility on performance and frequency of your waste management audits to discover areas for improvement and prevent major issues from happening.

To help you get started, we have built medical waste management checklists that you are free to customize and use for your hospital waste management.