



DEDER GENERAL HOSPITAL

FOOD SERVICE QUALITY MONITORING

PROTOCOL

PREPARED BY: HSQU

July 2016E.C

Deder, Eastern Ethiopia

PROTOCOL APPROVAL SHEET

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|--------------|--|------------------------------|--------------|-------------|
| TITLE | Title: FOOD SERVICE QUALITY MONITORING PROTOCOL 2017E.C | | | |
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TABLE OF CONTENTS

| | |
|--|----------|
| 1. Introduction..... | 1 |
| 2. Objectives..... | 1 |
| 3. Scope | 1 |
| 4. Types of Food and Beverage Services | 1 |
| 5. Menu Planning..... | 2 |
| 6. Food Service Quality Monitoring Indicators | 2 |
| 7. Patient Feedback Process..... | 3 |
| 8. Food Quality Monitoring Procedure..... | 4 |
| 9. Documentation and Reporting | 4 |
| 10. Review and Evaluation..... | 5 |
| Annex 5: Deder General Hospital Food Service Quality Monitoring Tool..... | 6 |

1. Introduction

Food service plays a vital role in patient recovery, satisfaction, and overall hospital experience. Ensuring that meals are nutritious, safe, hygienically prepared, and culturally acceptable is essential. This protocol outlines the systematic monitoring of food and beverage services to maintain high quality, meet patient needs, and comply with health and safety standards.

2. Objectives

- To ensure all meals served meet nutritional standards appropriate for the patient's medical condition.
- To maintain strict hygiene and safety practices in food preparation and distribution.
- To monitor and evaluate patient satisfaction with food services.
- To identify gaps and take corrective actions promptly.
- To maintain compliance with national hospital food service guidelines.

3. Scope

This protocol applies to all food and beverage services provided to inpatients, staff, and other authorized hospital personnel at Deder General Hospital.

4. Types of Food and Beverage Services

- **Regular Diet:** Balanced meals for patients without specific dietary restrictions.
- **Therapeutic Diet:** Modified meals based on medical prescriptions (e.g., diabetic, low-salt, high-protein, soft diet).
- **Liquid Diet:** Clear or full liquids for post-operative or special medical needs.
- **Special Meals:** For cultural, religious, or personal preferences when feasible.
- **Beverages:** Drinking water, tea, milk, juice as per patient condition and order.

5. Menu Planning

The hospital menu is prepared in consultation with:

- ☞ **Dietitian / Nutritionist** – to ensure nutritional adequacy.
- ☞ **Medical Team** – to address therapeutic needs.
- ☞ **Food Service Supervisor** – to ensure feasibility and availability of ingredients.

Sample Weekly Menu (Regular Diet)

- ☞ **Breakfast:** Bread/porridge, boiled egg, tea/milk.
- ☞ **Lunch:** Injera/rice with stew (vegetable, lentil, or meat), salad.
- ☞ **Dinner:** Injera/rice/porridge with stew, vegetables.
- ☞ **Snacks (if prescribed):** Fruit or milk.

Menus are rotated weekly to avoid monotony.

6. Food Service Quality Monitoring Indicators

| Indicator | Description | Monitoring Frequency | Responsible Person |
|--------------------------------------|---|----------------------|-------------------------|
| Food Temperature at Service | Meals served at $\geq 65^{\circ}\text{C}$ for hot food, $\leq 5^{\circ}\text{C}$ for cold food. | Daily (per meal) | Food Service Supervisor |
| Food Taste & Palatability | Sensory check (flavor, texture) before service. | Daily | Dietitian / Chef |
| Portion Size Accuracy | Portions match prescribed diet and menu standards. | Daily | Food Service Supervisor |
| Menu Compliance | Meals match planned menu unless justified change. | Daily | Dietitian |

| | | | |
|--------------------------------|---|-----------|--|
| Food Hygiene Compliance | Kitchen cleanliness, staff hygiene, storage conditions. | Daily | IPC Focal Person & Food Service Supervisor |
| Patient Satisfaction | Feedback collected via questionnaire/interview. | Weekly | Nutritionist / Quality Officer |
| Food Safety Incidents | Complaints or illness related to food. | As Occurs | Quality & Safety Team |

7. Patient Feedback Process

1. Feedback Collection Tools:

- Printed forms.
- Direct interviews by ward food service staff.
- Suggestion boxes in wards.

2. Key Feedback Questions:

- Was the food served on time?
- Was the temperature appropriate?
- Was the taste acceptable?
- Was the portion size adequate?
- Was your dietary restriction considered?

3. Feedback Review:

- Summarized weekly by the Food Service Supervisor.
- Report submitted to the Quality Improvement Committee.

4. Action Plan:

- Issues addressed within 48 hours for urgent matters (e.g., temperature, late delivery).
- Longer-term changes for menu, recipes, or procurement discussed monthly.

8. Food Quality Monitoring Procedure

1. Pre-Preparation Stage:

- Inspect and record quality of raw materials.
- Verify supplier hygiene and storage.
- Discard expired or contaminated items.

2. Cooking Stage:

- Follow recipe and cooking standards.
- Maintain correct cooking temperatures.
- Avoid cross-contamination (separate raw and cooked items).

3. Pre-Service Stage:

- Check temperature and presentation before dispatch.
- Verify correct meal to correct patient based on diet list.

4. Service Stage:

- Ensure timely delivery (within 30 min of preparation).
- Staff to wear PPE (apron, hairnet, gloves).

5. Post-Service Stage:

- Collect leftovers for analysis (portion not consumed).
- Record waste volume and reasons.
- Sanitize utensils and serving equipment.

9. Documentation and Reporting

- ☛ **Daily Food Service Checklist** – Temperature, portion, hygiene logs.
- ☛ **Weekly Patient Satisfaction Report** – Summary of survey findings.
- ☛ **Monthly Food Service Quality Report** – Trends, gaps, and corrective measures.

10. Review and Evaluation

- Quality team conducts **quarterly audits** of food services.
- Annual review of menu, procurement sources, and kitchen facilities.
- Continuous improvement measures implemented based on audit and feedback results.

Annex 5: Deder General Hospital Food Service Quality Monitoring Tool

| Category | Criteria | Score (1 = Yes, 0 = No) | Explanation |
|--------------------------|--|-------------------------|---|
| Meal Timing | Are meals served on time? | | Evaluate whether meals are delivered according to the scheduled time. |
| | Are there delays in meal service? | | Identify any recurring delays in meal distribution. |
| Menu Variety | Is there a variety of meals offered? | | Assess whether patients have access to a diverse selection of foods daily. |
| | Are there sufficient options for special diets? | | Check if patients with special dietary needs (e.g., diabetic, vegetarian) are catered to. |
| Meal Quality | Is the food served fresh? | | Evaluate the freshness of ingredients and prepared meals. |
| | Is the food temperature appropriate? | | Assess whether hot meals are served hot and cold meals are served cold. |
| | Is the food presentation appealing? | | Review how well the food is presented on the plate (clean, appetizing). |
| Portion Size | Is the portion size sufficient for patients? | | Determine if the amount of food served meets the needs of the patients. |
| Taste | Is the food tasty? | | Assess the general taste and flavor of the meals provided. |
| Salt Content | Is the salt content appropriate? | | Check if the meals are appropriately seasoned without being too salty. |
| Healthiness | Are healthy food options (e.g., fruits, and vegetables) available? | | Ensure the meals include a variety of healthy options like fruits and vegetables. |
| Cultural Appropriateness | Is the food culturally acceptable for the patient population? | | Assess whether the meals align with the cultural preferences of the patients. |
| Patient Satisfaction | Are patients generally satisfied with the food service? | | Collect general feedback from patients regarding overall satisfaction. |
| Sanitation | Are food preparation and delivery areas clean? | | Evaluate the cleanliness of the kitchen and food service areas. |
| | Are food handlers following hygiene protocols? | | Ensure staff follow proper hygiene practices like wearing gloves, hairnets, etc. |
| Waste Management | Is food waste managed properly? | | Assess if there is minimal food waste and whether it is disposed of correctly. |
| Overall | Is the overall food service quality acceptable? | | Determine whether the overall food service meets quality standards. |

Explanation of Scoring:

- **1 (Yes):** The criteria have been met satisfactorily.
- **0 (No):** The criteria are unmet and require improvement.