

FOOD & BEVERAGE SERVICE MANAGEMENT AT KIMS HOSPITAL



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ROLL NO. 1246

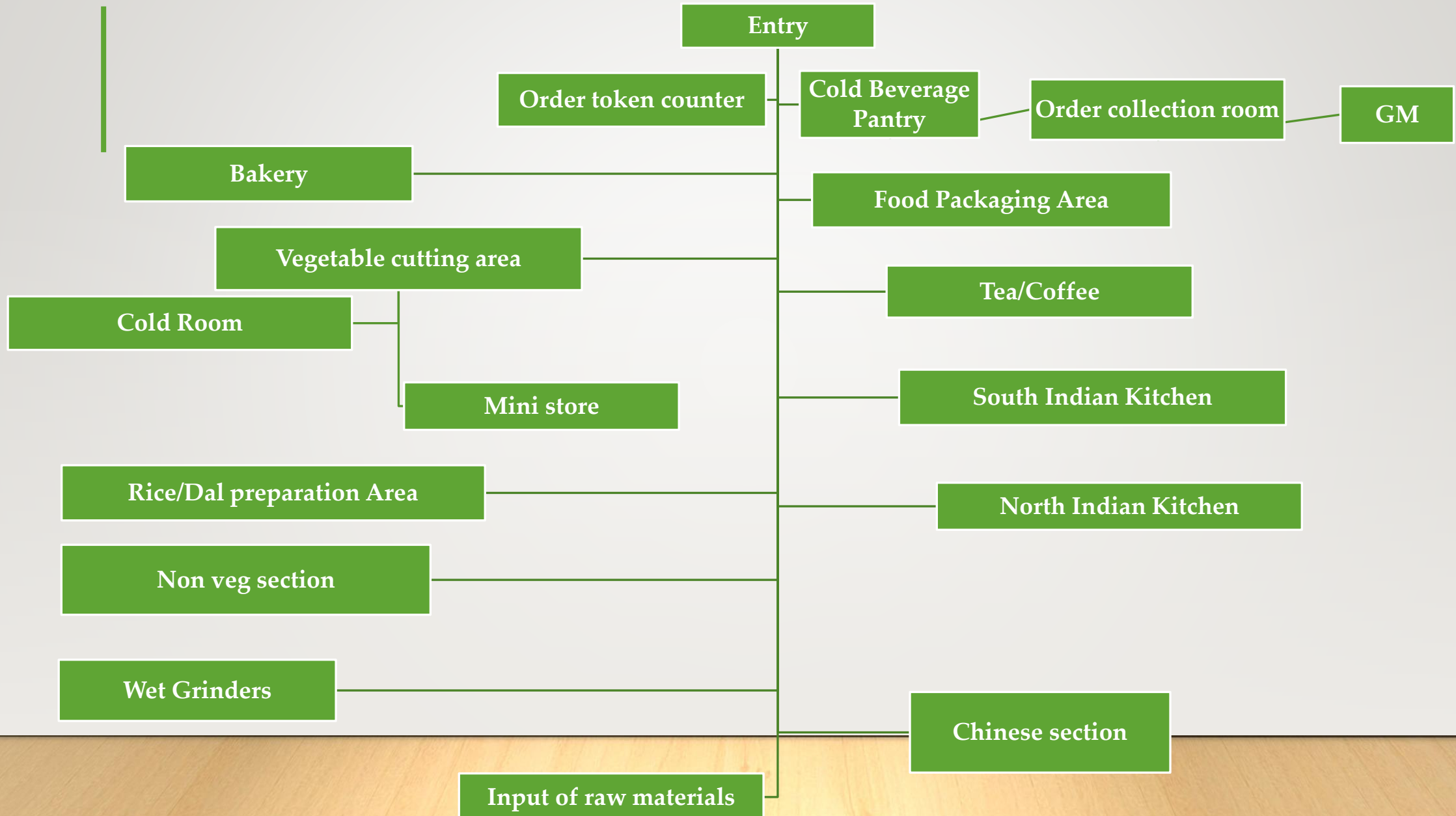
INTRODUCTION

- Food is essential to one's quality of life, but it is also a basic human requirement and essential to one's health.
- Patients at hospitals receive a variety of services, such as food and beverage services, which enhance their overall satisfaction with the medical facility. The turnaround time for services (TAT) has a significant impact on the calibre of food and beverage services.

Literature Review

- Suruthika and Uma (2022) - analyzed patient food delivery, identifying various durations and cases of mismatches and errors.
- Aminuddin et al. (2018) - studied patient satisfaction and plate waste, revealing moderate satisfaction and significant plate waste.
- Sundresh et al. (2016) - investigated client satisfaction with dietary and catering services, finding mixed opinions.
- Theurer (2010) - aimed to improve hospital food service satisfaction through cost-effective interventions.
- Hartwell et al. (2006) - compared patient satisfaction between plate and bulk trolley service, finding better acceptability with bulk trolleys.

Layout of F&B Department



Service Timings

Time	Meal
6:30 – 7:30 am	Tea/Coffee
7:30 – 8:30 am	Breakfast
8:30 – 9:30 am	Tea/Coffee
10:30 – 11 am	Soup
12:30 – 1:30 pm	Lunch
3 – 4 pm	Tea/Coffee & Biscuits
7:30 – 8:30 pm	Dinner

Human Resource in F&B Department

Total = 160
approximately

Delivery of
the meals to
wards = 1 staff
serves 2
wards

Each ward
contains =
approximately
22 to 29
patients

1 F&B staff
serves food to
= 44 patients

Process Flow of DietKare application



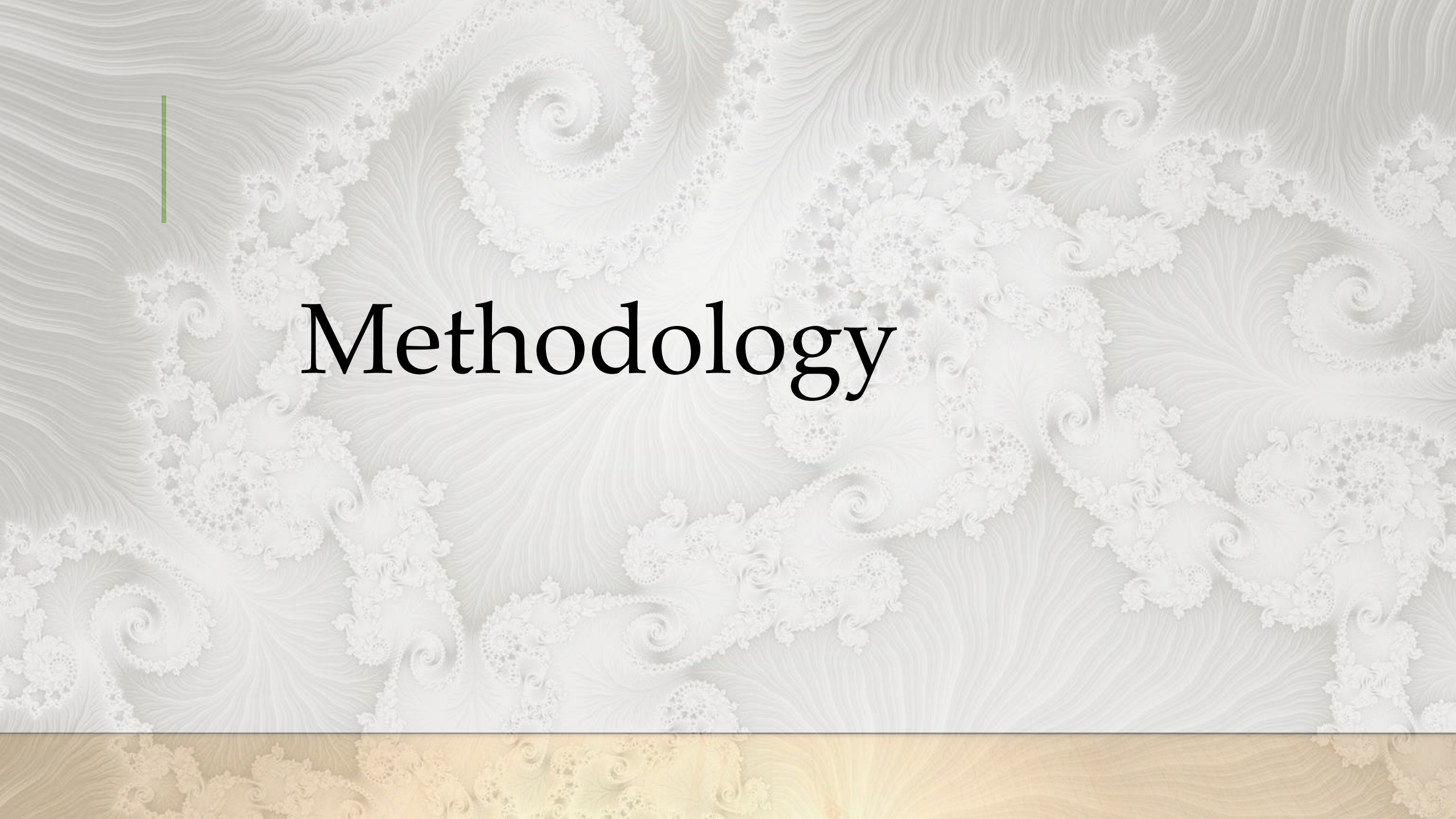
Objective

- To study the process flow of food & beverage service in KIMS hospital.
- To study quality of food and beverages services (turnaround time) in the hospital
- To study patient satisfaction with food and beverages services
- To suggest ways to overcome the problems faced by the food & beverage department.



Research Questions

- What is the current service TAT of food and beverages in the hospital?
- What is the process flow of food and beverages services?
- Whether the patients are satisfied with the food and beverages related services and time taken or not?



Methodology

Sampling



All patients who got food and beverage services while they were hospitalised were included in the study population.



The study population also includes Dietician, Cooking team, Head / Manager of the Cooking team, Doctors who advice for the diet.



The sample size of the patients prescribed and received food and beverages will be 100.



This is calculated keeping in view: An average of two observations of lunch provided in different two wards will be done in a day.

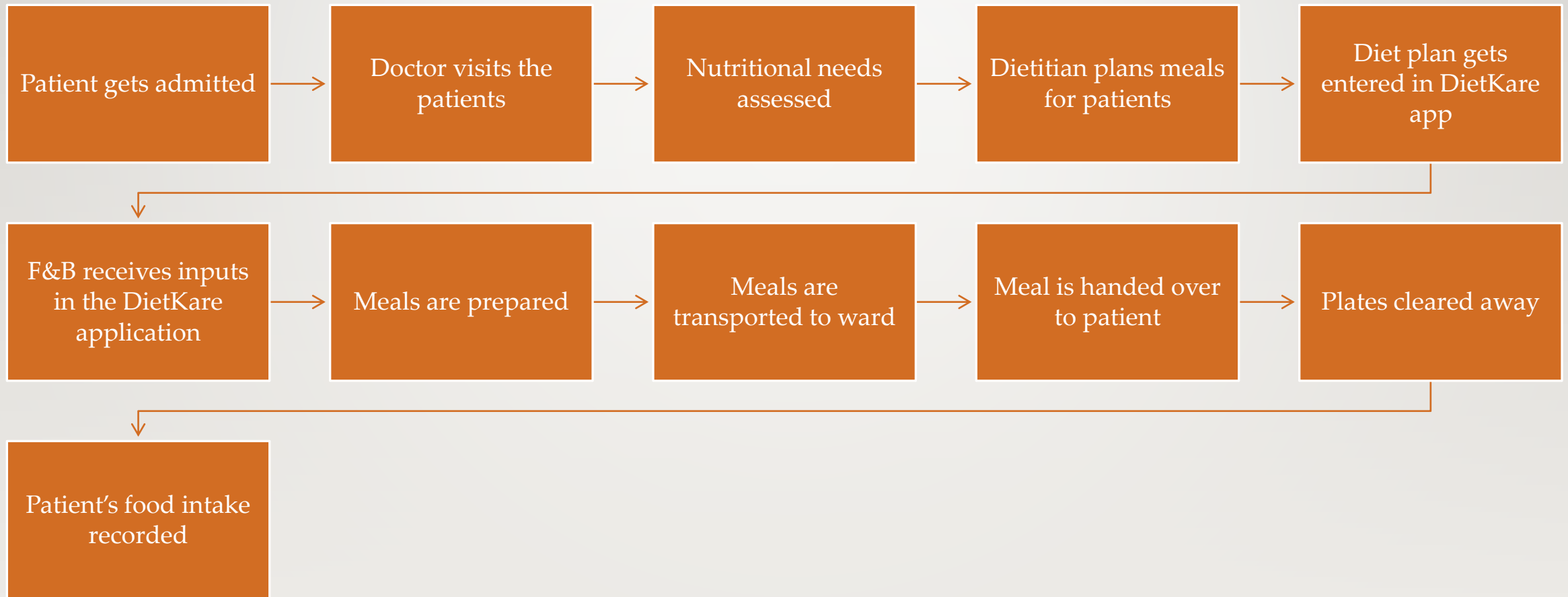
Study Tools

- A checklist of observations for recording food wastage & service TAT.
- Interview schedule with IPD patients. There were three sections to the questionnaire. Patient information is provided in the first section. The second section evaluated how satisfied patients were with the food and beverage reviews. The final section evaluated the service TAT.

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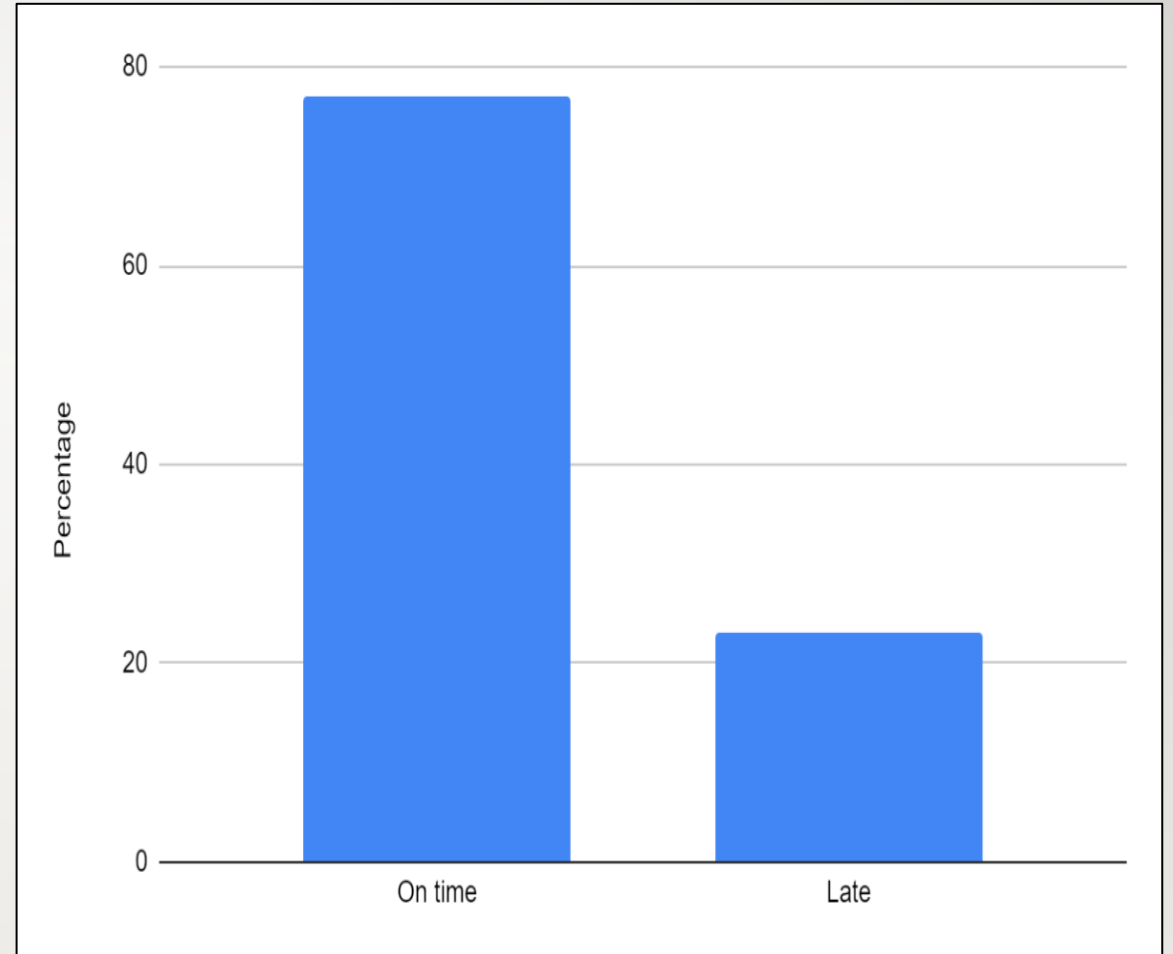
Results

Service Flow



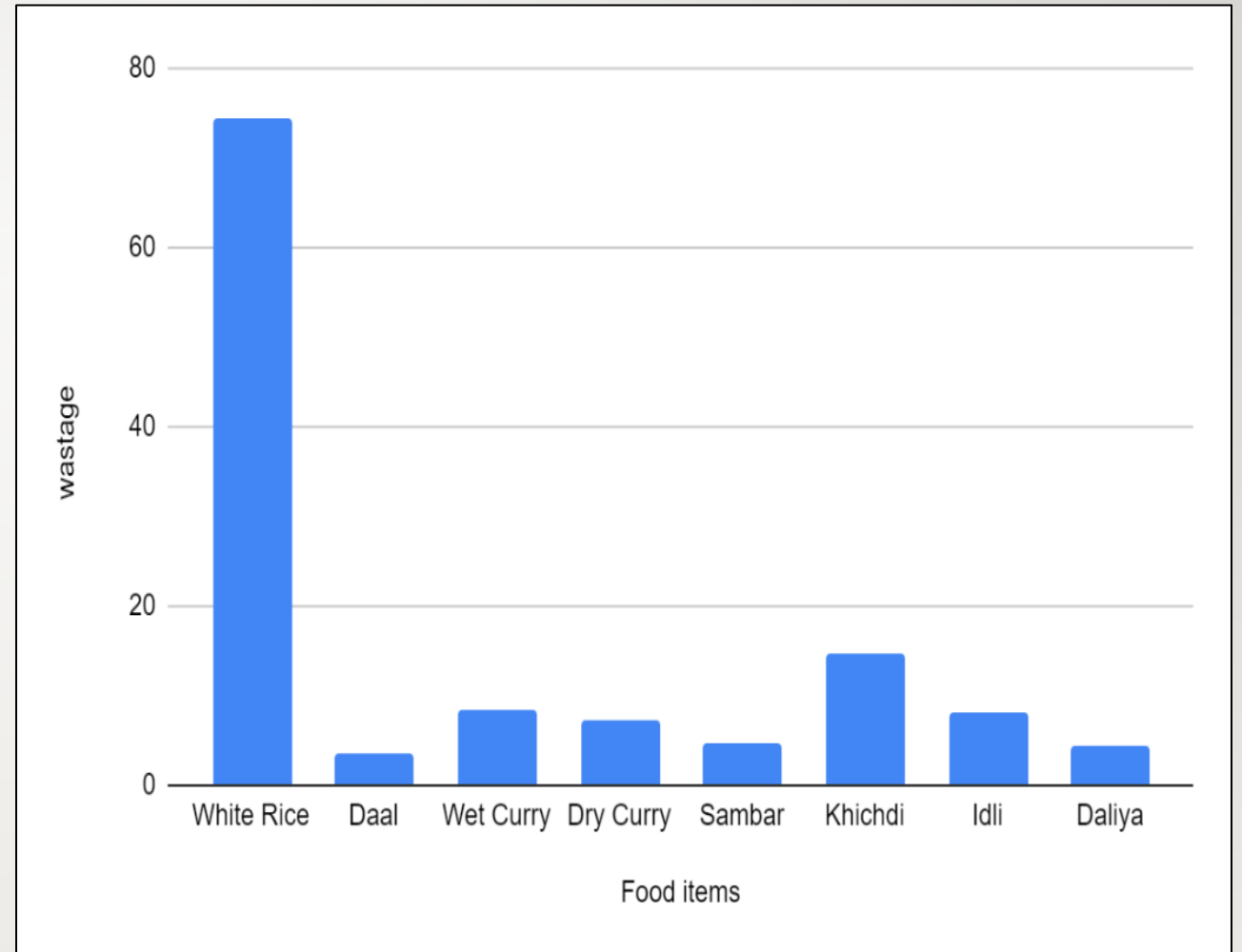
Food Service TAT (LUNCH)

- According to the data collected, 77% of the time the food was delivered on time and 23% of the time it was delivered late which affected the patient satisfaction.
- The delays mostly happened with B & D wards as the serving is always started with A & B wards



Food Wastage

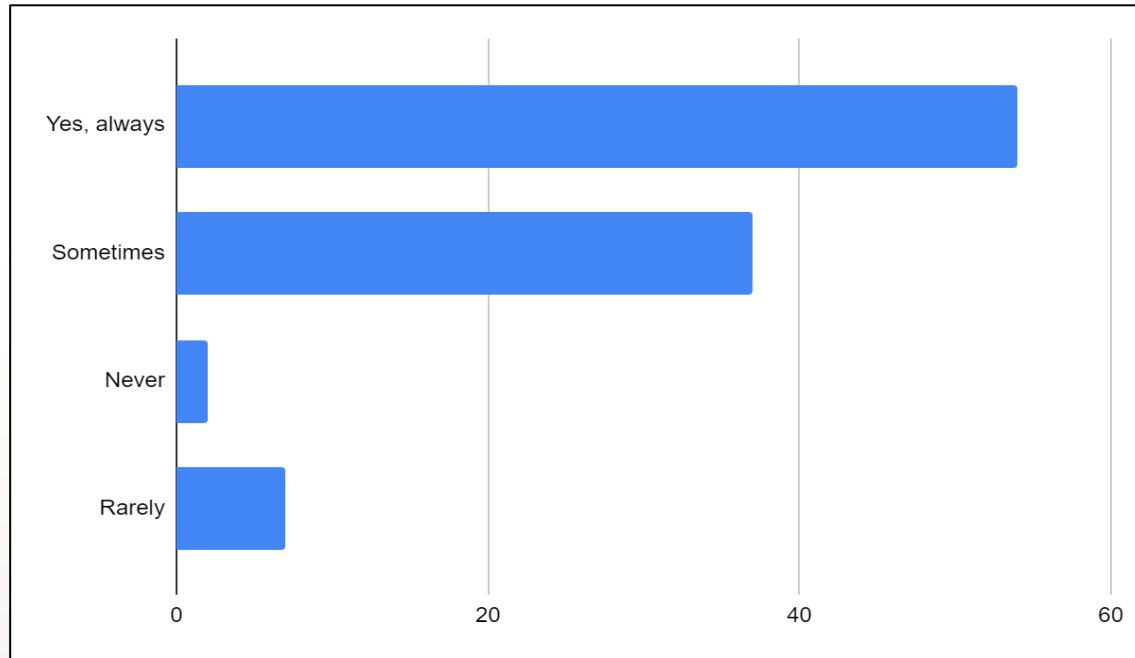
- According to the data, a large amount of White Rice is being wasted. A total of 74.2 kg has been wasted over a period of 60 days, with 45 kg wasted in the month of April alone. In contrast, 15 kg of khichdi has been wasted over the same 60 days period, while other food items have experienced lesser or minimal wastage





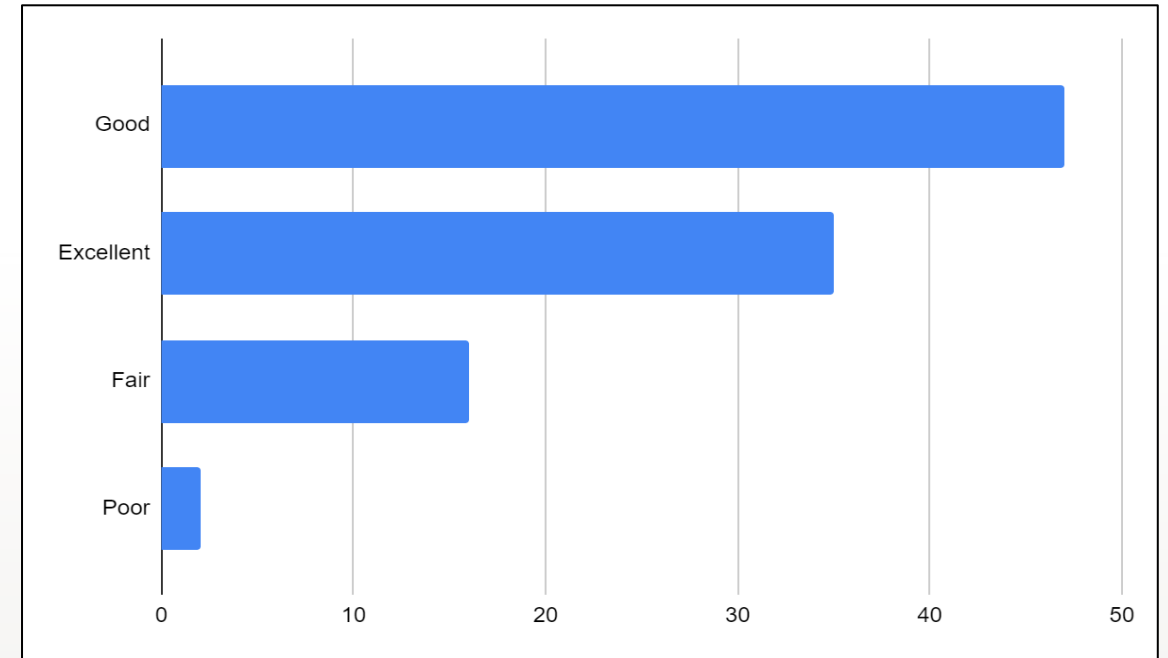
Food & Beverage Feedback

1. Timeliness of food & beverage service to patients.



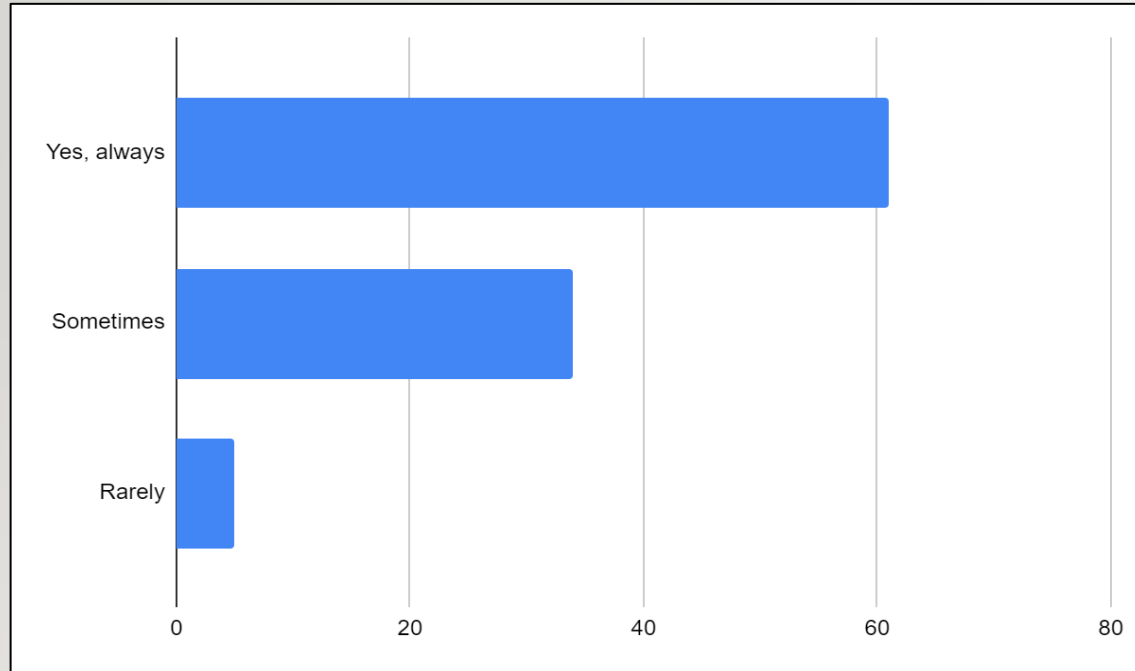
According to the data, 54% of the respondents were happy that the food was delivered to them on time always. 37% of respondents said that they were sometimes being provided the food on time, and rest of the respondents said that they rarely got their food on time during their stay at the hospital

2. Quality of food served in the hospital.



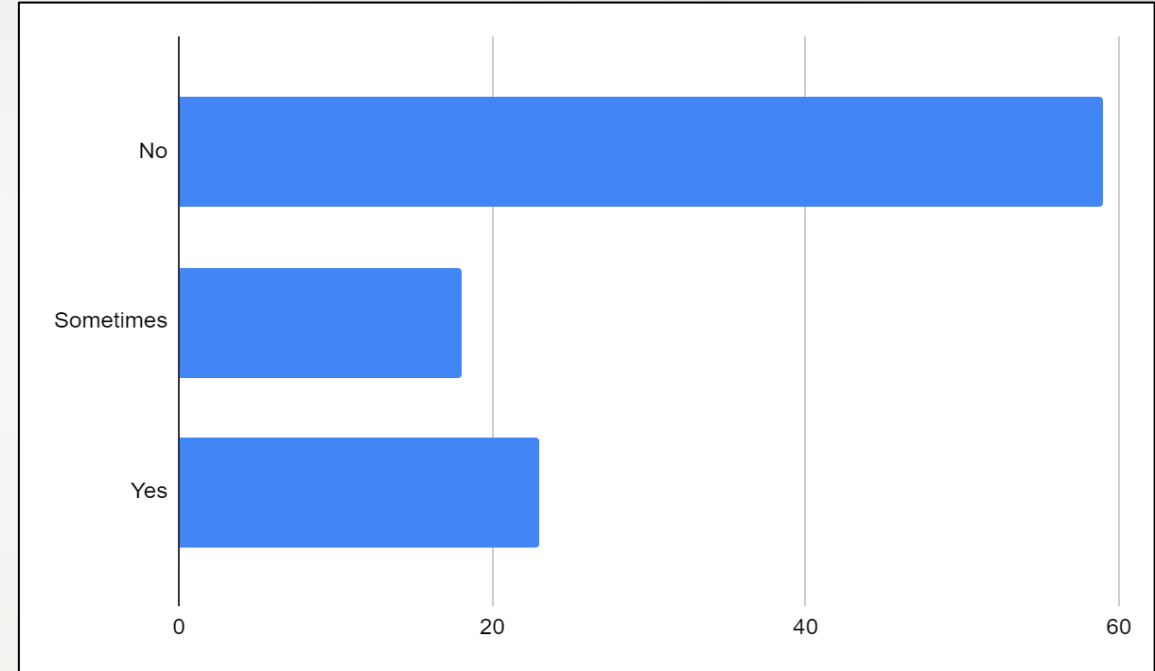
It was observed that the quality of food & beverage that was served to the IP patients was liked by most patients (47% said good and 35% said excellent). Rest of the patients were not satisfied with the quality of food served to them.

3. Consideration of dietary requirements while serving meals



According to the data, 61% of the people reported that their dietary requirements were taken into consideration when placing their order. Additionally, 34% stated that it was taken into consideration sometimes, while the remaining respondents stated that their dietary requirements were never taken into consideration.

4. The plates on which meals are being served is chipped and stained.



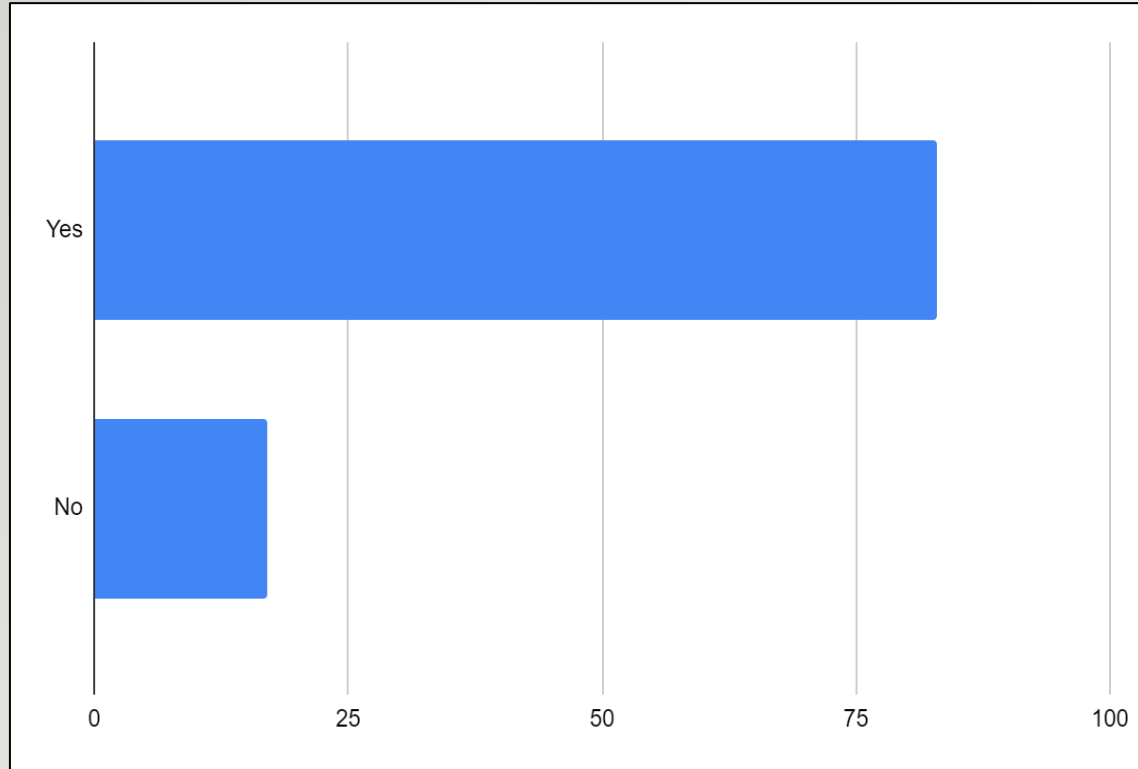
4% of the respondents feel that the quality of the plates are not good and it's chipped and stained. 58% disagreed to this and 18% said that it was sometimes.



Service Feedback

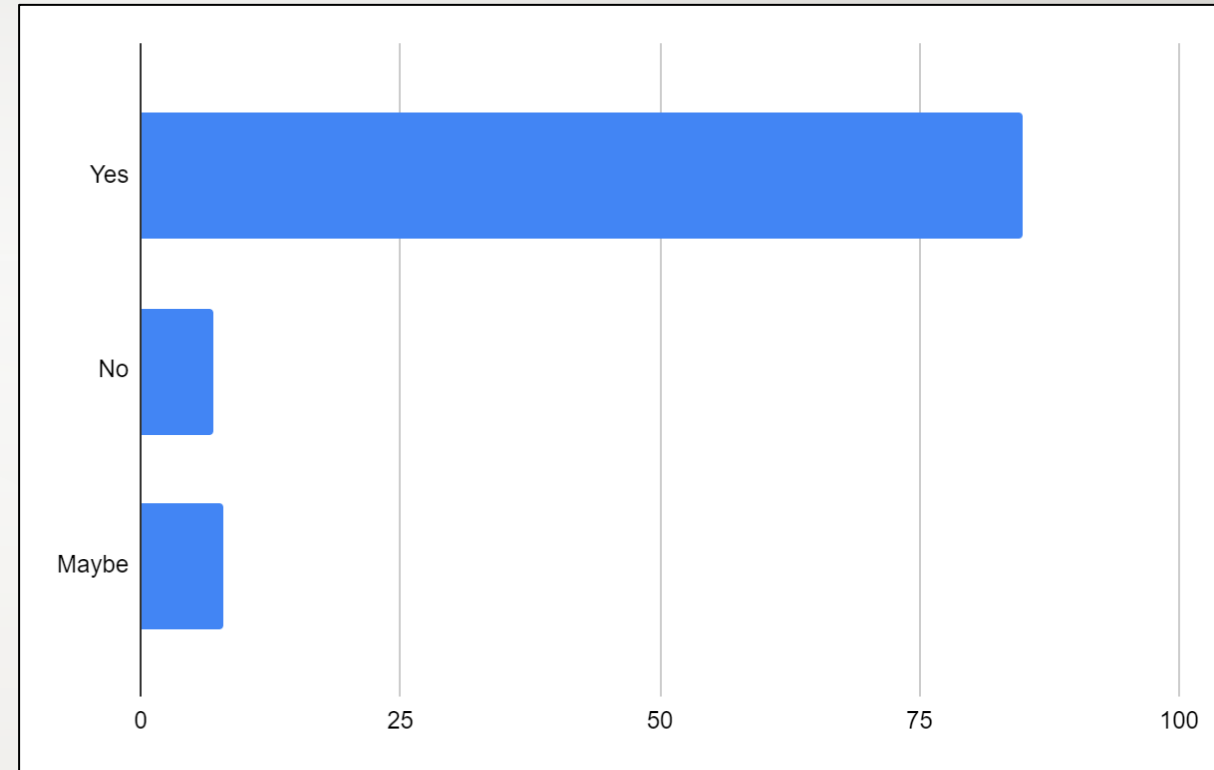


5. Counselling of patients by the dietician regarding their diet.



The data says that a good percentage of people, that is 83%, says that the dietician did counsel them regarding their diet schedule while rest of the patients disagreed to it

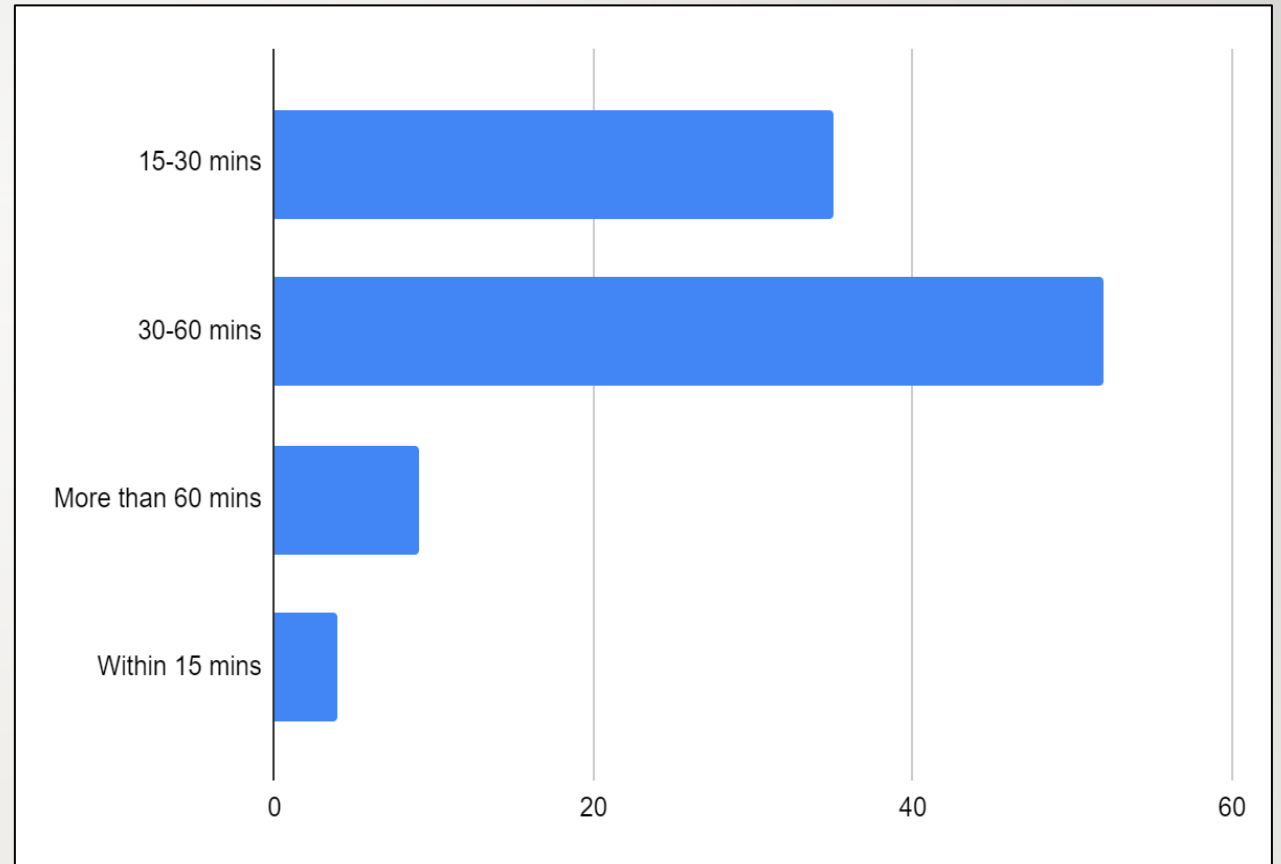
6. Response from F&B staff when patients call to order food.



Here the numbers are pretty good where 85% of the people believe that the food and beverages staff respond to their calls when ordering something while there are 7% and 8% of people who said no and maybe.

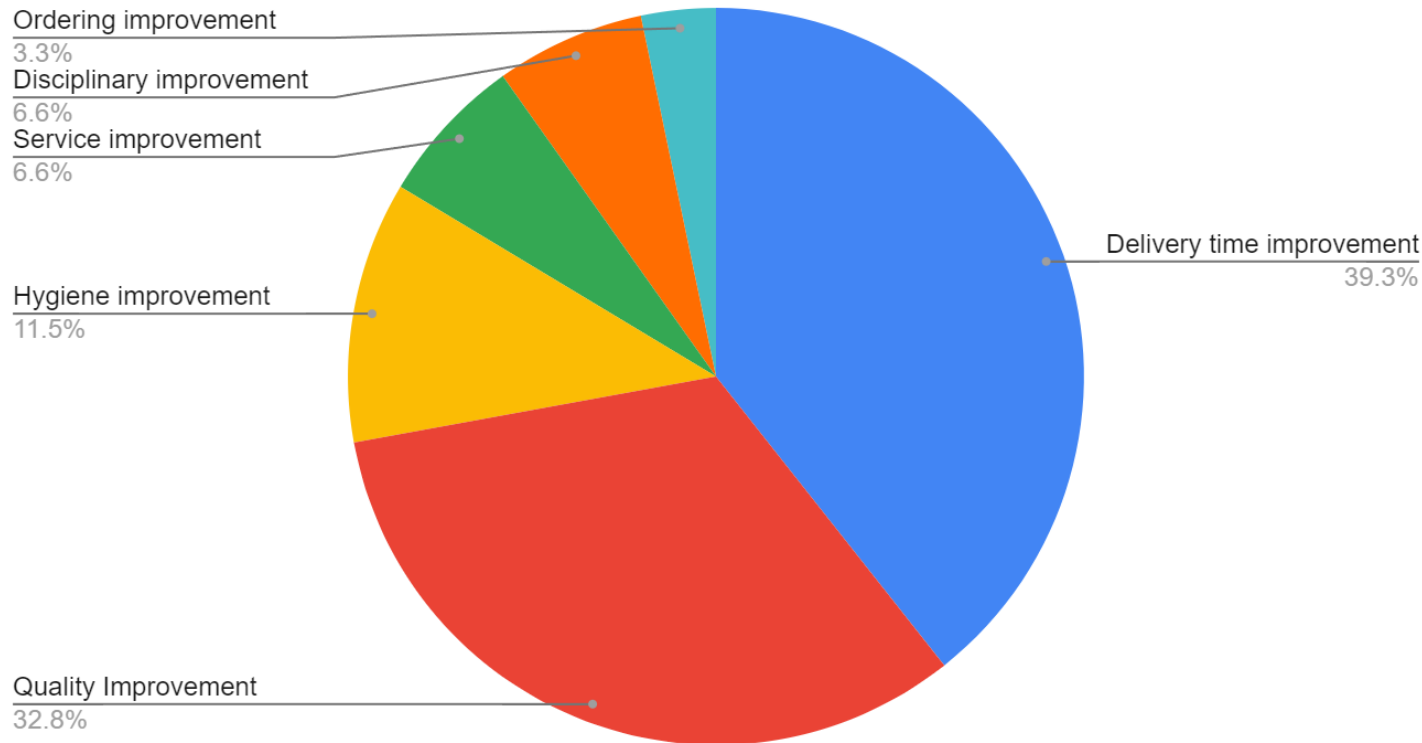
7. Delivery time of food & beverages to patients after ordering it.

Here we can see varying numbers where 52% of the people reported that it takes about 30 or 60 minutes 35% of them said that it was delivered within 15 to 30 minutes there are 9% who said it it takes more than 60 minutes of time while there is a small percentage of people who said it arrived within 15 minutes



Overall Feedback

8. Suggestions for improving the food and beverage department services in the hospital.



- 39.3% of people said that the delivery time can be improved, 32.8% of the respondents feel that the quality can be improved and as we can see 11.5% of them feel that hygiene can be improved while there is a small percentage of people who said that ordering discipline and service can be made better.

Barriers faced by F&B department

Rat traps not
present at gates.

Late delivery of
meals to patients

Clock is running 5
mins late

Pests

Lack of
manpower

Lift issues

Rice and Dal
containers were
open while
cooking

Dustbins were not
covered

Gloves and mask
were not worn by
the workers.

Conclusion

- **Service Turnaround Time (TAT):** The study revealed that food delivery TAT in the hospital was satisfactory, with 77% of the meals being delivered on time. However, there is still room for improvement as 23% of the meals were delivered late, affecting patient satisfaction.
- **Food Wastage:** The study highlighted the issue of food wastage in the hospital, particularly with white rice. Effective inventory management systems and portion control strategies should be implemented to reduce food waste and improve sustainability.
- **Patient Satisfaction:** Overall, the majority of patients expressed satisfaction with the quality, cleanliness, hygiene, and taste of the food and beverages served in the hospital. However, there were areas for improvement, such as variety in food options and consideration of dietary requirements.
- **Staff Performance:** The feedback from patients indicated positive perceptions of the responsiveness, helpfulness, cleanliness, and politeness of the food and beverage staff. These aspects contribute significantly to patient satisfaction and should be consistently maintained.

Suggestions



Air fitted curtains should be present at gates.



One lift should completely be reserved for food trolleys during meal timings (Breakfast, Lunch, Dinner)



Monitors can be placed for each ward instead of coupon token/sticker system.



Applications like Portzo can be used to track the live movements of the staff and to maintain the real time service TAT record.

THANK YOU!