

SUMMER TRAINING PROJECT

Management of complaints in Food and Beverage Department By Reducing Café Delays

By

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INTRODUCTION

- Patient satisfaction has become a significant metric for assessing the quality of health-care services. When looking at total hospital patient satisfaction, food service satisfaction may go unnoticed.
- Food service plays an important part in patient recovery and life quality.





OBJECTIVES:

- To understand the cause of café delay in different floors, dialysis and ICU's.
- To assess the TAT (Turn around time) in F&B department.
- To conduct a GAP analysis
- To assess patient satisfaction with F&B department.

- **STUDY AREA-** CK Birla hospital, Jaipur
- **STUDY DESIGN-** Cross Sectional
- **STUDY PERIOD-** 10 May 21 – 30 June 21
- **STUDY POPULATION-** Inpatients and Dialysis patients
- **SAMPLE SIZE-** 200 for café delay and 150 for patient satisfaction survey
- **SAMPLING METHOD-** random sampling method
- **DATA COLLECTION-** Through observation and by schedule
- **DATA ANALYSIS-** Analyzed data using Microsoft excel and Test statics
- **TYPE OF DATA-** Quantitative by simple random sampling method.



OBSERVATIONS

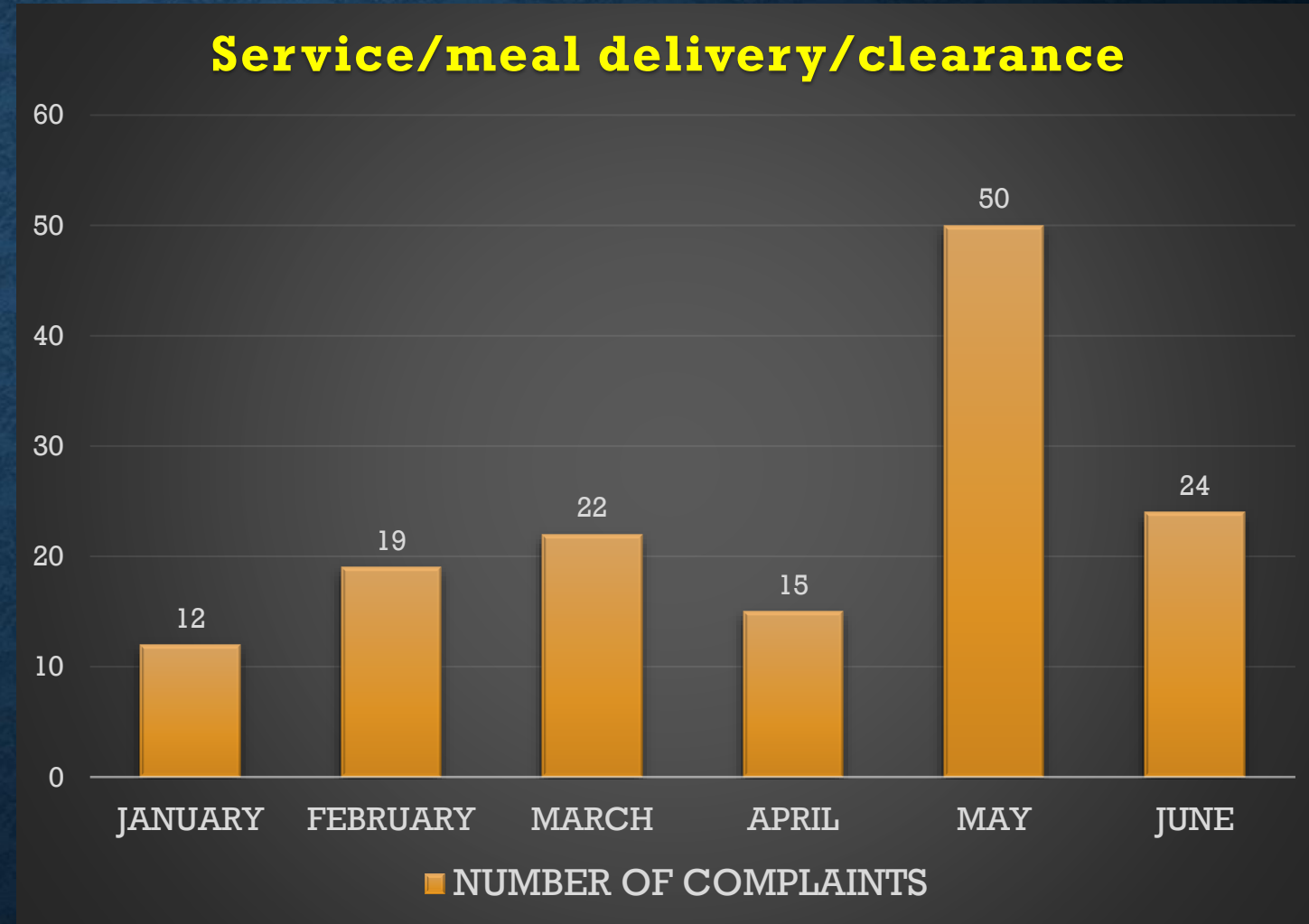
Alarming increase in the month of May.

Main cause:

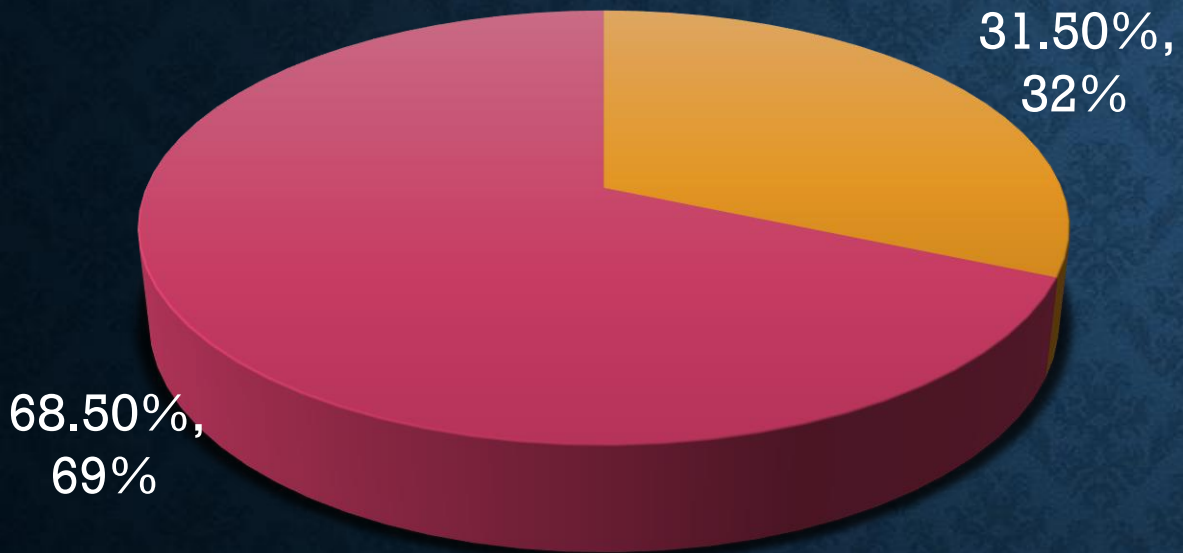
Change of vender of café

New staff

Covid-19 at peak



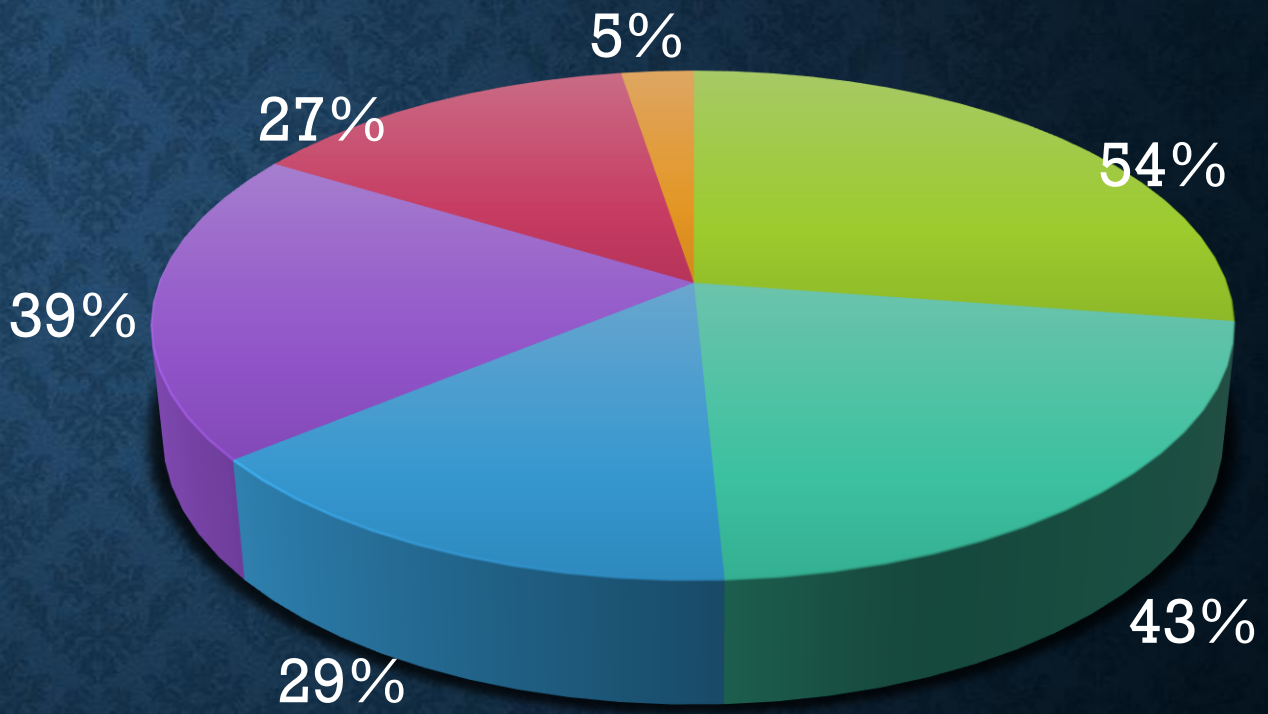
ORDER STATUS



■ DELAYED ■ ON TIME

Total order delayed contributed to 31.5 % and total orders received on time contributed to 68.5%.

DELAYED ORDER DEPARTMENT WISE



■ DIALYSIS

■ 2 FLOOR

■ 3 AND 4 FLOOR

■ 5 FLOOR

■ EMERGANCY

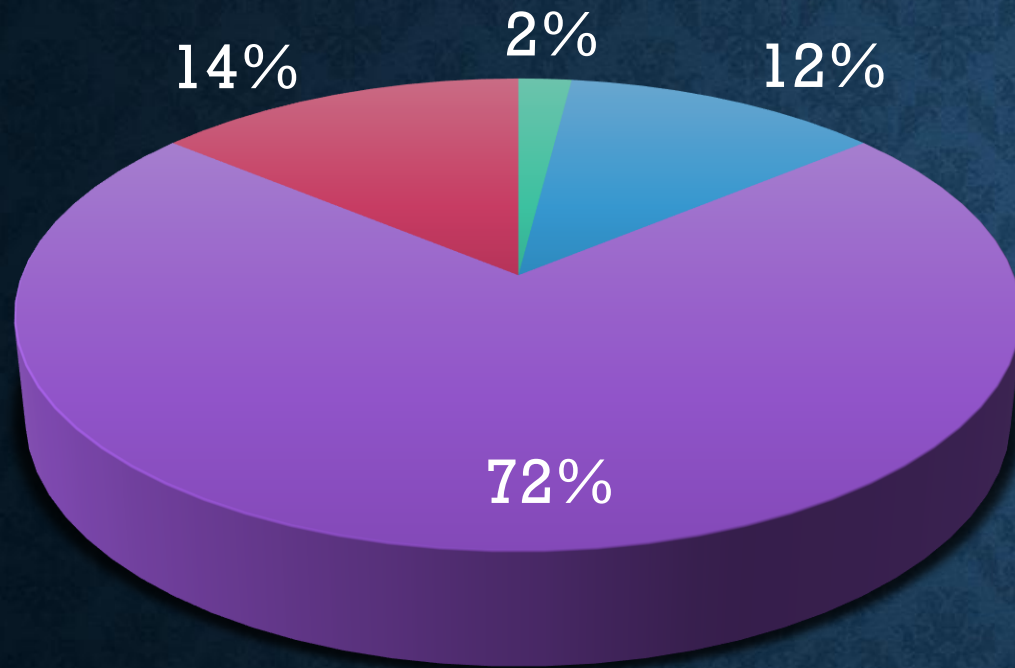
■ BLOOD BANK

❖ Maximum delay observed to be were in dialysis department.

❖ 2nd floor – 43% order delayed (covid ward)

❖ 5th floor- 39% order delayed (covid ward)

FOOD SERVED (hot and fresh)



■ STRONGLY DISAGREE

■ DISAGREE

■ NEUTRAL

■ AGREE

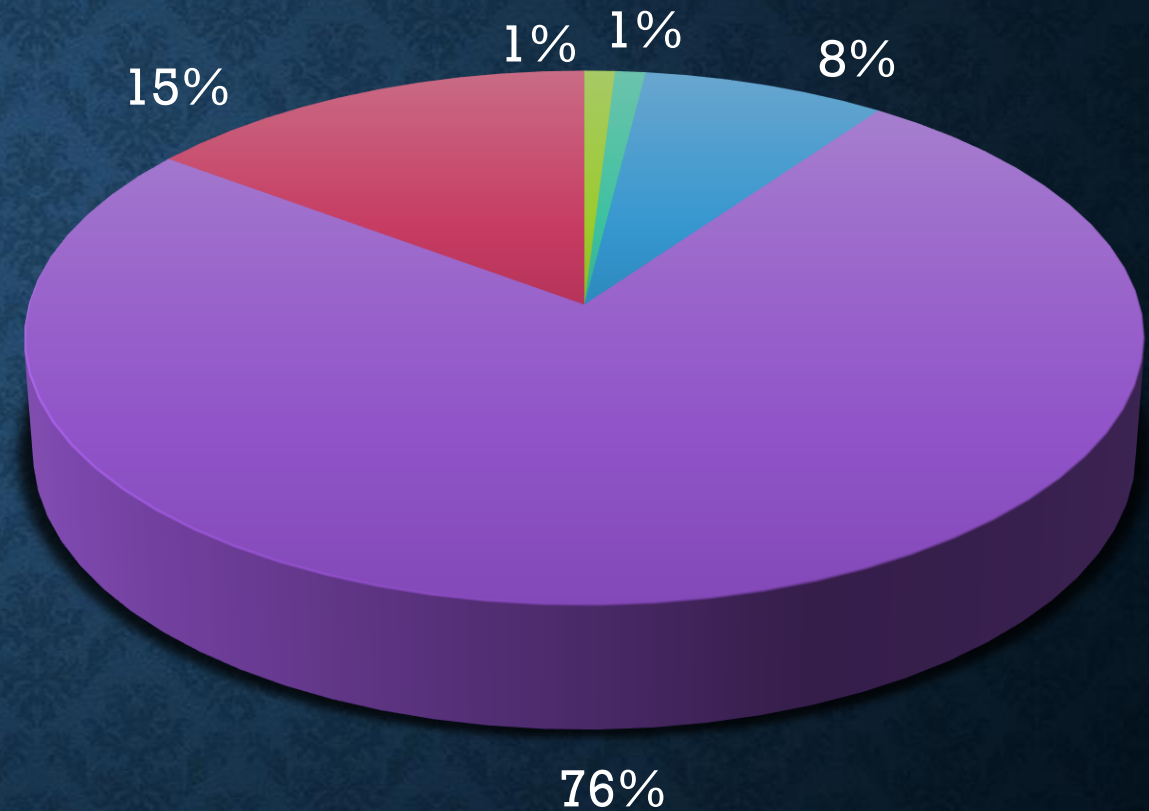
■ STRONGLY AGREE

❖ Combining both readings of those who strongly agreed and agreed we observed 86% of the respondents said that the food served was hot and fresh.

❖ Only 2% of the respondents said that food served was not hot and fresh.

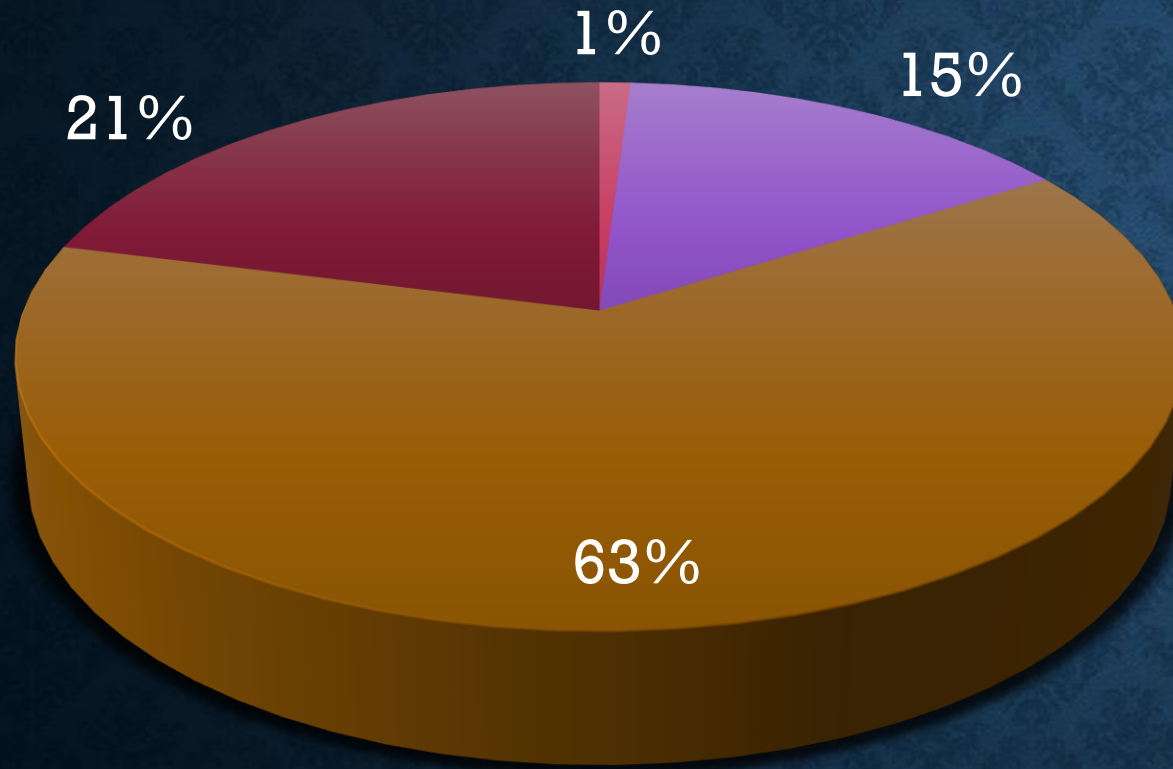
- ❖ 76% agreed that they got orders complete and correct
- ❖ Only 2% (combining both- strongly disagree and disagree) mentioned that orders received were incomplete or incorrect.

SERVICE- ORDER CORRECT AND COMPLETE



- STRONGLY DISAGREE
- DISAGREE
- NEUTRAL
- AGREE

OVERALL ALL SERVICE



STRONGLY DISAGREE

NEUTRAL

STRONGLY AGREE

DISAGREE

AGREE

- ❖ 84% of the patients were in favor of the statement that overall service of F&B department is good.
- ❖ A total of 16% respondent fell under the category of neutral and disagree, which is significant number for overall service rating.

RECOMMENDATIONS AND FOLLOW-UPS



Extra items in food trolley



Floor wise trolley out service



Handpicked service

RECOMMENDATIONS AND FOLLOW-UPS

Date: 11/7/21	General Shift	Morning Shift	Evening Shift	Night Shift	Reliver
Service Manager					
Asst. Manager	Gurind				
Store Keeper	Arjun				
Accountant	Rajul				
Supervisors	Bhupesh, Raju, Rajesh, Zeeeshin				
Floor Coordinator					
Trolley Service Steward		manoj, Ramesh, Rajat			
Room Service		Dharmendra, Lokesh, Gimesh			
RSOT		Arjun, Arjun			
Coffee Shop		Gurind			
Staff Canteen	Hemant	Gurind			
RT Feed		Kuldeep, Gulshan			
PHC Lounge					
Cook					
Bulk Cook	Raju	Sangam			
Patient Cook	Gurind	Mukesh			
Helper		manish			
Roti	Sangam				
Pantry	Prithi				
Snack cook	Vinod				
Tea Section					
Utility	Vikash	Seef			
Pot wash area	Arul	Bovi			
Dishwash Area	Gurind	Rishi			
Kitchen Area	Rishi				
Staff Canteen	Moeka				
Coffee Shop					

F&B Head:-

off
Gurind
Arjun
Bhupesh
pushpender

Gurind



DATE: 11/7/21		CK BIRLA HOSPITALS RBH	
Sr No.	Bed No.	Patient Feed Back	Action Taken/RCA
1	5429	All services good	
2	5431	All OK	
3	5432	All OK	
4	5402	Services good	
5	5404	LD - services OK	
6	5400	RT Feed OK	
7	5412	All OK	
8	5410	OK	
9	5419	RT Feed OK	
10	5424	All OK	
11			
12	3410	OK	
13	3435	All OK	
14	3407	All OK	
15	3408	All OK	
16			
17	4402	OK	
18	4404	All OK	
19	4411	Services All good	
20	4425	All services good	
21	4426	OK	
22	4429	All OK	
23	4431	Attn Tea not delay	
24	4430	All OK	
25	4445	All OK	
26	4414	Milk was cold	
27			
28			
29			
30			

RBH/FNB/PTDCK/VER01/0121

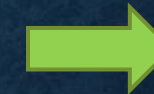
Floor wise staff allocation

Tagging on food items

Patient feedback forms



- ✓ **COMMUNICATION**
- ✓ **STAFF BRIEFING AND TRAINING**
- ✓ **PRIORITIZING ORDERS**
- ✓ **CONTINUOUS FOLLOW UP**
- ✓ **FEEDBACK**
- ✓ **ETC**



A close-up photograph of two hands, palms up, holding a small, rectangular piece of torn, off-white paper. The paper is centered between the fingers and has the words "THANK YOU" printed on it in a bold, dark red, sans-serif font. The skin of the hands is a light, warm tone, and the background is a solid, dark brown or black, creating a strong contrast.

THANK YOU