



MANAGEMENT OF NUTRITION SERVICES IN HOSPITALS (CLN-442) 1437-1438H

A- COURSE INFORMATION:

| Course Code | Course Title | Credit Units | | | Study Level | Pre-requisites |
|--------------------|---|--------------|--------|------------------------|-------------|----------------|
| | | Total | Theory | Practical | | |
| CLN-442 | Management of Nutrition Services in Hospitals | 3 | 2 | 1 | 8th | None |
| Course Coordinator | | Extension | | Email Address | | |
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B- COURSE DESCRIPTION:

This course deals with management of nutritional services in hospitals to improve quality and safety of food served to patients. With in-depth explanation of money management, menu planning, purchasing and inventory, food handling, safety, HACCP application and other necessary components to being an effective manager.

C- COURSE OBJECTIVES:

- To Discuss the basic management concepts
- To recognize the tools needed to measure quality in hospital setting
- Discuss the principles and standards of catering management
- Define the legal aspects of the dietetic practice
- Explain the standards of quality assurance in nutrition services.

D- THEORY TOPICS:

| Week | Theory Topic | Hours |
|------|--|-------|
| 1 | An Overview of Food Service Industry <ul style="list-style-type: none"> • Background Information • Differentiation between Food Service and Nutritional Service • Classification of Food Service - commercial, non-commercial and institutional • Role of Food Service in Health Care Institutions • Case Management and Patient Focused Care | 1 |
| 2 | Concept of Management in Health Care in Health Care Setting <ul style="list-style-type: none"> • Defining Management • Leadership Styles • Behavior Theories for Effective Leadership- Structural Behavior and Consideration Behavior • Situational Leadership • Managers' Role in Food Service Departments • Levels of Management in Food Service Departments (Hierarchical Structure - "Scientific Management", theory of Frederick Taylor • Basic Functions of Management With Reference to Food Service Departments - Planning, | 2 |



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| | <p>Organizing, Influencing and Controlling</p> <ul style="list-style-type: none"> • Managerial Power- Position Power and Personal Power | |
| 3 | <p>Development of Quality in Health Care</p> <ul style="list-style-type: none"> • Concept of Continue Quality Improvement (CQI) • Principles Essential for Establishing CQI • Components of Food Service CQI Plan - Quality Control and Quality Control of Food Products • Customer Service and Satisfaction - Inspection Criteria for Food Production and Service <ul style="list-style-type: none"> ✓ From customer orientation to customer satisfaction ✓ From Service Plan to customer satisfaction • Methods and Tools for Assisting with CQI <ul style="list-style-type: none"> ✓ Role of Consultants ✓ Quality Programs ✓ Total Quality Management- TQM tools ✓ Benchmarking | 3 |
| 4 | <p>Food Safety, Sanitation and Hazard Analysis Critical Control Points</p> <ul style="list-style-type: none"> • Implementation of HACCP in Food Service Departments of Hospitals <ul style="list-style-type: none"> ✓ What is HACCP ✓ Seven Steps to implement HACCP system • Sanitary Food Handling <ul style="list-style-type: none"> ✓ Purchase of Food Supplies ✓ Storage ✓ Preparation ✓ Display, Service and Transport • Federal Regulatory Agencies • Health, Hygiene and clean work habits | 3 |
| 5 | <p>Menu Planning for Groups</p> <ul style="list-style-type: none"> • Planning Considerations • Production and service system • Space and equipments • Menu Specifications <ul style="list-style-type: none"> ✓ Target Group - Meal Plan, Menu Pattern ✓ Types of Menu • Menu Planning Process • Pricing Strategies and Pricing Methods • Menu Evaluation | 3 |
| 6 | <p>Food Purchasing, Storage, Production, distribution and service</p> <p>Food Purchasing</p> <ul style="list-style-type: none"> • Trends influencing purchasing design • Whole sale markets • Value Analysis • Steps in Food Service Procurement Process - need assessment, food budget, availability of food items etc • Basic Purchasing Guidelines <p>Food Storage Procedures</p> <ul style="list-style-type: none"> • Dry storage maintenance | 3 |



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| | <ul style="list-style-type: none"> • Low temperature storage maintenance <p>Food Production Systems</p> <ul style="list-style-type: none"> • Conventional System- cook and serve • Cook and chill, and cook and freeze systems • Assembly and serve system - convenience system <p>Food distribution and service</p> <ul style="list-style-type: none"> • Meal service systems tray assembly (decentralized assembly system and centralized assembly system), tray delivery (insulated tray, unitized pellet, hot and cold cart, split tray cart, tray heater cart. • Monitoring for performance | |
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| E- PRACTICAL SESSIONS: | | |
|------------------------|--|-------|
| Week | Practical Session | Hours |
| 1 | Organization of food and nutritional support in hospitals - Who delivers what? | 2 |
| 2 | <ul style="list-style-type: none"> • General guidelines in regard of personal hygiene (staff) and general ward kitchen hygiene. • 10 Point Code for Food Handlers • Use of microwave ovens in hospitals • Ward kitchen fridges | 3 |
| 3 | <ul style="list-style-type: none"> • Guidelines for Patients Meals • Guidelines for Patient Catering | 3 |
| 4. | <ul style="list-style-type: none"> • Assessment of Patients Satisfaction in Hospital Food Service System <ul style="list-style-type: none"> ✓ Role of Hospital Food Service ✓ Patient oriented food service in hospitals ✓ Meeting patients food service expectations | 3 |
| 5. | <ul style="list-style-type: none"> • Qualifying instrument for evaluation of food and nutrition care in hospitals <ul style="list-style-type: none"> ✓ Hospital Characteristics ✓ Structure of Hospital Food and Nutrition Service (HFNS) ✓ Contract Work ✓ Activities of dieticians in hospital units (Clinics and Wards) ✓ Management activities in Food and Nutrition Services ✓ Hospital Meals Characteristics | 3 |
| 6. | First Field Visit for Inspection of Hospital Kitchen with the help of self prepared schedule (Group of 11 Students) | 3 |
| 7. | Second Field Visit for Inspection of Hospital Kitchen with the help of self prepared schedule (Group of 11 Students) | 3 |
| 8. | Third Field Visit for Inspection of Hospital Kitchen with the help of self prepared schedule (Group of 11 Students) | 3 |



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| 9. | Fourth Field Visit for Inspection of to Hospital Kitchen with the help of self prepared schedule (Group of 11 Students) | 3 |
| 10. | Submission and Presentation of Report by Each Group | 4 |

F- ASSESSMENT TASKS:

| # | Type of assessment task | Week | Total Grades |
|---|-------------------------------|------------|--------------|
| 1 | First quiz | Week 5th | 10% |
| 2 | Midterm examination (written) | Week 8 | 20% |
| 3 | Periodical Practical Exam | Week 10th | 10% |
| 4 | Final practical exam | Week 16 | 20% |
| 5 | Final written examination | Week 17-18 | 40% |

G- LEARNING RESOURCES:

1- Required textbook:

Payne-Palacio J., Theis M., Food service Management: Principles and Practices (12th Edition) Prentice Hall; 12 edition (February 25, 2011)

2- Essential references:

Preker AS, Harding A., Innovations in Health Service Delivery: The Corporatization of Public Hospitals (Health, Nutrition & Population Series) World Bank Publications; illustrated edition (30 April 2003)

Notes:

- Assignments topics and requirements shall be announced by the end of Week-1, the deadline for submission is 12pm Thursday of Week-10 (each semester).
- Continuous assessment methods may include quizzes, periodical exams, midterm exam as well as presentation of report based on hospital kitchen visit.
- Practical exams may contain questions based on management of nutrition services in hospital- specific situational cases.
- Written exams will include multiple-choice questions (MCQ), short essay questions, and long essay questions.