



# DIETARY SERVICES MANUAL



SAIDEEP  
HEALTHCARE & RESEARCH PVT. LTD.

## Annual Documents adequacy & Change Requirements Review

Sr.No	SOP /Doc No	Documents Name	Issue. No	Rev.No	Review Date	Change	Rev No	Revision Date	Reason for Change	Amendment
1	SDH/DSM/0	Contents	1	1	20-Nov-22	No any Change Review Completed	1	20-Nov-23	No any Change Review Completed	No Any Amendment History
2	SDH/DSM/01	Department Organizational Chart	1	1	20-Nov-22		1	20-Nov-23		
3	SDH/DSM/02	Role & Responsibilities	1	1	20-Nov-22		1	20-Nov-23		
4	SDH/DSM/03	Services Standards	1	1	20-Nov-22		1	20-Nov-23		
5	SDH/DSM/04	Standard Operating Procedures	1	1	20-Nov-22		1	20-Nov-23		
6	SDH/DSM/05	Diet Planning	1	1	20-Nov-22		1	20-Nov-23		
7	SDH/DSM/06	Food Supplies & Services	1	1	20-Nov-22		1	20-Nov-23		
8	SDH/DSM/07	Quality Assurance	1	1	20-Nov-22		1	20-Nov-23		
		Records								
		<b>Original Date</b>	<b>Effective Date</b>		<b>Next date of revision</b>		<b>Issue NO</b>			
		<b>01 November 2021</b>	<b>20 November 2023</b>		<b>20 November 2024</b>		1			
<b>Reviewed &amp; Prepared By</b>			<b>Recommended By</b>			<b>Approved By</b>				
Dr.Pramila Jadhav		Mrs.Shraddha suryavanshi		Dr.H.Kalgaonkar			Dr.S.S.Deepak			
Dietician		Quality Co-ordinator		Chief Medical Administartor			Chairman & Managing Director			





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Amendment Sheet

Sr.No	Page No	Clause No	Date of Amendment	Amendment Made	Reasons	Signature of Approval Authority
01.						

Recommended By	Signature	Approved By	Signature
Dr. Hrishikesh Kalgaonkar		Dr. S. S. Deepak	
Chief Medical Administrator		Chairman & Managing Director	



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07. Annexure

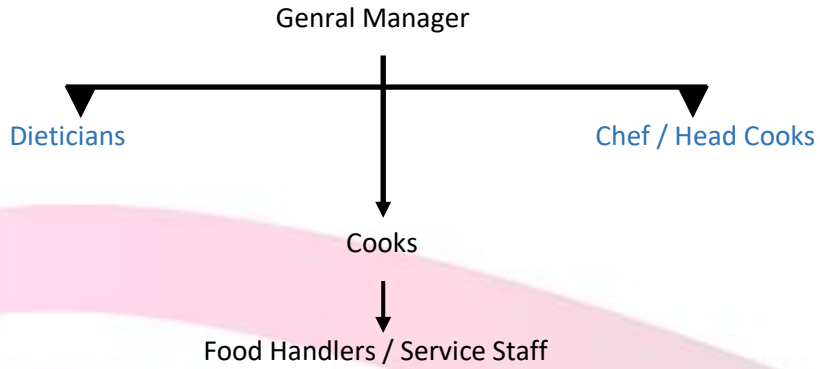
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Organisational Chart – canteen



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**Roles & Responsibilities**

**Manager Dietary Services**

The Manager dietary services shall possess a graduation / post graduation in Nutrition & Dietetics, Home Science or Diploma in Hotel Management & Catering Technology. He / she shall have five year hand on experience in managing food & beverage services of a reputed hospital / hotel / institution.

His / her duties and responsibilities are as given below:

- Will plan organisation, coordination and operation of the dietary services of the hospital including diet planning and consultations, in-patient food distribution, food preparation and restaurant and snack parlor operations.
- Will be responsible for supply, storage, preparation and distribution of food and beverages within the hospital.
- Will ensure the quality of food provided to in-patients and guests
- Will ensure the management of the dietary services as a profit center for the hospital operations.
- Will ensure that the kitchen staff and food handlers follows the habit of personal hygiene
- Will ensure that the staff involved in food distribution and restaurant serving provides courteous and prompt service to patients and guests.
- Will analyse and ensure immediate actions on complaints and feedbacks received regarding dietary services.
- Will ensure that the department maintains appropriate records of stocks, sales etc.

**Dieticians**

The dieticians shall be appointed by the hospital management to plan and regulate the food supply to the patients as per the direction of the clinicians and according to the nutritional standards and requirements. He / she should be a graduate in Nutrition and Dietetics or possess a post graduate degree in Home Science with a working experience of at least three years at a reputed hospital / institution.

His / her duties and responsibilities are as given below:

- Will report to the Manager Dietary Services

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**Roles & Responsibilities**

- Will assist the Manager Dietary services in coordinating supply, storage, preparation and distribution of food.
- Will plan the diet for each patients through diet sheets and provide information to the kitchen staff well in advance to ensure timely supply
- Will check, taste and inspect the food before its distribution
- Shall ensure the quality of raw materials supplied to the kitchen by inspecting them
- Shall ensure the food is prepared in hygienic environment and manner
- Shall provide dietary consultations to outpatient and inpatients.

**Chef / Head Cook**

The Chef / Head Cook is appointed by the hospital management to supervise the operations of the kitchen. The Chef / Head Cook shall ideally possess a Diploma in Catering with working experience in reputed institution and preferably have worked in foreign countries.

His / her duties and responsibilities shall be as follows:

- Will report to Manager – Dietary Services and execute his instructions
- Will prepare the duty rosters for the kitchen staff in consultation with the Manager – Dietary Services
- Will obtain the diet plan from the dieticians and provide instruction to the cooks
- Will plan the daily menu for the restaurant in consultation with the Manager – Dietary Services.
- Will keep a close monitoring of the restaurant services and provides refills of the items as required.
- Will plan and forecast the raw materials requirements and coordinate with the Food & Beverages store for timely supply.
- Will ensure that the cooks assigned under him / her are performing their duties efficiently
- Will ensure high level of cleanliness and hygiene in the kitchens
- Will maintain the stock registers, sales records etc for the kitchen and restaurant

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Service Standards

**Service Objective**

- Ensure therapeutically appropriate and nutritious food supply for patients and guests
- To ensure quality and safety of food supplies

**Measurable Service Standards**

Service Parameters	Measurable Outcomes / Outputs
Quality and Timeliness of Food Services to patients	Patient Feedback Scores & Complaints

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Document Title : Diet Planning

**Objective**

To plan diet for patients within the frame work of clinician’s treatment plan and with consideration patient’s choice with regard to social, religious and personal factors

**Scope**

This procedure is applicable for the therapeutic and normal diet planning of all the patients under in-patient care at Saideep Hospital.

**Expected Outcomes**

- To ensure proper diet planning of the patient

No	Process Step / Activity	Responsibility	Outputs/ Records / Connections
1	The Nurses In Charge shall send the requirement of food for the newly admitted patients in a Dietary Form and change of diets on diet change slip	Nurse Incharge	Dietary form
2	The Dietitian shall prepare a Diet Sheets for each patient recording the details of food requirements	Dietitian	Diet Sheet
3	Dietitian shall update the details of the patients bed No, Name, Diet and Clinical Condition in patient’s chart as and when he/she receives diet form/ diet change slip	Dietitian	
4	The Dietitian shall visit patients twice a day and record the specific food requirements of the patients. He / She shall also verify the Doctor’s prescription for diet and shall advise the patients on their diet	Dietitian	
5	The Dietitian shall also consider the following factors during his / her daily visits <ul style="list-style-type: none"><li>• New Admissions</li><li>• Change of Diet (for eg. Liquid to Normal Diet)</li><li>• Transfer of bed</li></ul>	Dietician	

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Document Title : Diet Planning

	<ul style="list-style-type: none"><li>Discharge intimation</li></ul>		
	The dietician will consider following food and prepare menu accordingly <ul style="list-style-type: none"><li>Clear liquids</li><li>Liquids</li><li>Ryles tube feeds</li><li>Salt restricted</li><li>Normal and</li><li>Diabetic</li><li>Renal</li><li>Low fat</li></ul>	Dietician	
	The Dietitian shall prepare a Food Production Summary Sheet and send it to Cooks In Charge for preparation every day	Dietician	Food production Summary Sheet
	The Dietitians shall prepare the Stickers mentioning the bed no. and the type of food and make them available for the Food Suppliers. They shall also check the trays before the Food Suppliers serve the food	Dietician	
	Any special requests from the patients shall be reviewed for its rightfulness against the Doctor's prescription and shall be included in the food planned. such special request shall be charged to patient and same intimation should be given to the billing department	Dietician	Billing Intimation Book

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Document Title : Food Preparation

**Objective**

To ensure food as per diet plan and customer requirements through room service and restaurant

**Scope**

This procedure is applicable for the preparation of food for the in-patient diet and for service at the restaurant

**Expected Outcomes**

- To ensure proper food preparation by the Kitchen department

No	Process Step / Activity	Responsibility	Outputs/ Records / Connections
1	The Dietician will ensure the working Schedule of the staff in Pantry include <ul style="list-style-type: none"><li>Working schedule of Head Chef</li><li>Working schedule of the Other staff</li><li>Head chef will give duty allocation to the staff before 15 days</li></ul>	Dietician	
2	The Dietician will ensure the staff grooming of the staff working in Pantry <ul style="list-style-type: none"><li>The Chef / Head cook shall be responsible to ensure that all the food service staff are groomed well and check their personal hygiene and will report to the Dietician</li></ul>		
3	The Dietitian will ensure food preparation as per the requirement <ul style="list-style-type: none"><li>The Chef / Head cook supervise the food production taking into consideration the consumption of consumables and maintaining good quality food and servicing to be done to the patients, staff and customers in due time.</li><li>The Manager Dietary Service in consultation with Head Cook and dieticians shall fix a</li></ul>		

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	<p>menu for each day of the week for a certain period of time. Preparation of food shall be done according to the menu</p> <ul style="list-style-type: none"><li>• The Head cook or assigned person shall collect required material from F&amp; B stores for the food preparation including that of restaurant, snack shop and patients</li><li>• The kitchen assistants shall help the cooks in the preparation by cutting, grinding and cleaning</li><li>• The cooks shall prepare food as per requirements keeping in mind the quality, quantity and time</li><li>• The dietician shall check all the food prepared for patients and shall provide the feed back to the cook about the preparation and changes if required.</li></ul>		
4	<p>The Dietician will ensure the Cleanliness / Hygiene of the Kitchen</p> <ul style="list-style-type: none"><li>• Day to day cleaning shall be done in the department. Spring-cleaning shall be done twice a month by all the kitchen staff</li><li>• Cleaning and scrubbing of each area of the Kitchen shall be done in the night shift</li></ul>		Cleaning Checklist

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Document Title : Food Supply & Services

### Objective

To ensure prompt and timely supply of patient diets and food as ordered by the guests.

### Scope

This procedure is applicable to the supply of in-patient food, restaurant services and room services.

### Expected Outcomes

No	Process Step / Activity	Responsibility	Outputs/ Records / Connections
1	<p>The Dietician will ensure Food Supply to In-patients by following steps</p> <ul style="list-style-type: none"><li>The food suppliers shall set the prepared food for each patient on the basis of patient charts provided by the dieticians.</li><li>The dieticians shall ensure that the food is being set according to the diet chart and ensure that cleanliness of the crockery / cutlery / containers are maintained.</li><li>The dieticians shall stick a slip (slicker) mentioning the room number and bed number for each set food and the steward shall serve the food in items as per the slip</li></ul>	Dietician	
2	<p>Services at the restaurant will be ensured in the following steps</p> <ul style="list-style-type: none"><li>The services of the restaurant will be self service between 7 am to 9 pm. Restaurant mainly caters to the patient attenders, executives and doctors of the hospital</li><li>The cashier shall have a menu (subjective to change) which is produced to the customers and the cashier generates the bill accordingly and collect money from the customers. The customers shall produce the</li></ul>	Dietician	

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	<p>bill to the service counter and collect his items</p> <ul style="list-style-type: none"> <li>The staff / doctors/ executive shall get their food in subsidized rates.</li> <li>The cashier ensures that the customers are satisfied and general cleanliness and hygiene of the restaurant is maintained.</li> </ul>		
3	<p>Room Services will be ensure in the following way</p> <ul style="list-style-type: none"> <li>Room service of food and beverages shall be made based on telephonic orders. The restaurant telephone number is provided to all rooms for this purpose</li> <li>The room service orders shall be noted down by the restaurant staff in a Room Service Request a copy of which shall be provided to the kitchen. The billing shall be directly done into the patient billing account through the HIS</li> <li>All room services shall be supplied within a period of 30 minutes from receiving the order. In case of any delay the concerned patient / attenders shall be informed through the telephone about the delay.</li> <li>The room service shall not operate during the lunch time (12.30 PM – 2 PM) and during the visiting hours of the hospital.</li> <li>The food orders of the patient attendants shall be obtained by the food handlers well in advance and provided directly to the room if requested.</li> </ul>	Dietician	

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Document Title : Quality Assurance

### Objective

To ensure the quality of patient food and achieve high level of satisfaction of patients and guest regarding the food & beverage services of the hospital.

### Scope

This procedure is applicable to quality assurance of in-patient food and food provided through the restaurant and room service

### Expected Outcomes

- To Improve the quality of services related to the dietary department

No	Process Step / Activity	Responsibility	Outputs/ Records / Connections
1	The Quality assurance of the food will be done in the following way <ul style="list-style-type: none"><li>The Manager – Dietary Services / Head Cook / Dietician shall taste the food prepared for the patients for lunch and dinner ensure quality in the food being served to the patients</li><li>The supply of food to the patients shall not commence without approval of the either the Manager – Dietary Service or the Dieticians</li></ul>	Manager Dietary services / Dietitian	
2	To Improve services feedback form will be collected from the patient before discharge same will be analyzed by the dietitian for the improvement of the services the summary will be discussed with the dietary manager	Manager Dietary services / Dietitian	

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3	Dieticians shall meet patients in random everyday after lunch service to get a direct feed back about the food served and shall note these in Dietician Feedback Record and same will be conveyed to the dietary manager	Manager Dietary services / Dietitian	
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