BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR HOSPITALS

26.Food Service

Republic of Botswana

These forms are designed to be used by both hospital personnel and external surveyors. The following information must be provided after each survey, before submitting the completed survey forms.

1.NAME OF HOSPITAL/CLINIC/FACILITY:_____

2. BASELINE/INTERNAL SURVEY INFORMATION:

Title and name of person who completed this document: _____

Post and position held: _____

Date of survey: _____

3. EXTERNAL SURVEY INFORMATION:

Name of external surveyor: _____

Date of external survey: _____

GUIDE TO COMPLETION OF FORM

N.B. Hospital staff are please to use BLACK ink at all times. The external surveyors are requested to use RED ink at all times.

Please circle the rated compliance with the criterion, e.g. NA (Not applicable), NC (Non-compliant), PC (Partially compliant), C (Compliant).

The default category affected is designated on the form for
 each criterion as follows:
1. patient and staff safety
2. legality
3. patient care
4. efficiency
5. structure
6. basic management
7. basic process
8. evaluation

The seriousness of the default is designated on the
 form for each criterion as follows:
1. mild
2. moderate
3. serious
4. very serious

Documents Checked

Surveyor: ....

Surveyor: ....

26.1 Management of the Service

26.1.1 Standard

The food service is managed to ensure the provision of a safe and effective service.

Standard Intent: Departmental and service managers are primarily responsible for ensuring that the mission of the organisation is met through the provision of management and leadership at departmental level. Good departmental or service performances require clear leadership from a suitably qualified individual. The responsibilities of each staff member in the department are defined in writing; each one signs their own document to show that they are in agreement with their job description/performance agreement. Documents prepared by each department define its goals, as well as identifying current and planned services. Lines of communication within each department are documented to ensure clear accountability.

Departmental policies and procedures are essential. They give the personnel the guidance they require to carry out the functions of the department and it is important that there is a system for making sure that departmental policies and procedures are known, understood and implemented. Policies may be standardised for similar departments or be unique to the particular department. They need to be available, indexed, signed and dated; they also need the authority of the organisational leaders.

	Criterion	Comments
		Recommendations
Criterion 26.1.1.1 Critical: .. Catg: Basic Management + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	A designated individual is responsible for the food service.	
Criterion 26.1.1.2 Critical: .. Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The food service manager ensures that policies and procedures are available to guide the staff and that they are implemented.	
Criterion 26.1.1.3 Critical: .. Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The manager plans and implements an effective organisational structure to support his/her responsibilities and authority.	

Criterion 26.1.1.4	The responsibilities of the unit manager are defined in writing	
Critical: ̈		
Catg: Basic Management + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

26.2 Facilities and Equipment

26.2.1 Standard

The department is designed to allow for hygienic food management.

Standard Intent: Departmental managers need to work closely with organisational managers to ensure that facilities and equipment are adequate. Departmental managers keep organisational managers informed of inadequate facilities, additional equipment requirements and the current state of facilities and equipment.

National requirements will apply.

	Criterion	Comments
		Recommendations
Criterion 26.2.1.1	The food service area meets health and safety regulations.	
Critical: ̈		
Catg: Basic Management + Physical Struct		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		
Criterion 26.2.1.2	There are separate hand-washing facilities in the food preparation area, with soap and safe means of hand drying, e.g. paper towel, mechanical hand dryer.	
Critical: ̣		
Catg: Basic Management + Physical Struct		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

Criterion 26.2.1.3 Critical: `..` Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The temperature, ventilation and humidity levels are controlled and monitored to ensure satisfactory working conditions and cleanliness.
Criterion 26.2.1.4 Critical: `..` Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	There is an effective method of fly control.
Criterion 26.2.1.5 Critical: `..` Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	There is adequate lighting and ventilation including in the storage areas.
Criterion 26.2.1.6 Critical: O Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Refrigerators and freezers can be opened from the inside using a safety release mechanism.

26.2.2 Standard

The department is designed to provide facilities for food handlers.

	Criterion	Comments
		Recommendations
Criterion 26.2.2.1 Critical: ·· Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	There are lockers for food handlers, for their outer clothing.	
Criterion 26.2.2.2 Critical: ·· Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	There are adequate, suitable and conveniently placed change rooms, toilets and ablution facilities for food handlers.	
Criterion 26.2.2.3 Critical: ·· Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Ablution and change facilities are well-lit and well-ventilated.	
Criterion 26.2.2.4 Critical: ·· Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Ablution facilities are kept clean.	

Criterion 26.2.2.5	Adequate numbers of suitable refuse containers are provided in or near each change room, hand-washing facility and toilet area.	
Critical: `..`		
Catg: Basic Management + Physical Struct		
Compliance NA NC PC C		
Default Severity for NC or PC = 3 Serious		

26.3 Policies and Procedures

26.3.1 Standard

Policies and procedures guide the management of the service.

Standard Intent: As indicated in 26.1.1, departmental policies and procedures are essential. They give the personnel the guidance they require to carry out the functions of the department and it is important that there is a system for making sure that departmental policies and procedures are known, understood and implemented. Policies may be standardised for similar departments or be unique to the particular department. They need to be available, indexed, signed and dated; they also need the authority of the organisational leaders.

It is particularly important that the policies or procedures indicate:
- how planning will occur
- the documentation required
- special considerations
- monitoring requirements, and
- special qualifications or staff skills.

Policies and procedures should address at least:
a)   wearing jewellery on wrists and hands
b)   wearing nail polish while preparing food
c)   hand-washing procedures
d)   food preparation procedures and routines
e)   cleaning food preparation areas and equipment
f)   disposing of kitchen waste
g)   safe work procedures, and
h)   provision of protective clothing for non-kitchen staff and visitors.

	Criterion	Comments
		Recommendations
Criterion 26.3.1.1	The departmental manager ensures the availability and implementation of policies and procedures, which address at least items a) to g) in the intent above.	
Critical: `..`		
Catg: Basic Process + Efficiency		
Compliance NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

Criterion 26.3.1.2 Critical: .. Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Policies and procedures are signed by persons authorised to do so.	
Criterion 26.3.1.3 Critical: .. Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Policies and procedures are compiled into a comprehensive manual which is indexed and easily accessible to all staff members.	
Criterion 26.3.1.4 Critical: .. Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Each policy and procedure is reviewed.	

26.4 Menu Planning

26.4.1 Standard

Menus are planned and meals are prepared to meet client needs.

Standard Intent: Menus may be planned by an outsourced organisation, a dietician employed by the organisation or other individuals with acceptable food management qualifications and suitable experience.

	Criterion	Comments
		Recommendations
Criterion 26.4.1.1 Critical: .. Catg: Basic Management + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	A suitably qualified person advises on meal development.	

Criterion 26.4.1.2	There is a planned circle menu suitable for different seasons.	
Critical: ``		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

Criterion 26.4.1.3	Patients are provided with at least three meals per day.	
Critical: ``		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

Criterion 26.4.1.4	Wherever possible, patient food preferences are respected and substitutions made available.	
Critical: ``		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

Criterion 26.4.1.5	Cultural preferences are taken into account.	
Critical: ``		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

Criterion 26.4.1.6	The nutritional needs of patients without teeth and geriatric patients are considered.	
Critical: ``		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

Criterion 26.4.1.7 Critical: `` Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Processes are in place to ensure that meals are served to patients at the correct temperature.	
Criterion 26.4.1.8 Critical: `` Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	There are no more than 14 hours between the evening meal and the next substantial meal.	

26.5 Maintenance of Food Hygiene

26.5.1 Standard

Food handlers maintain a hygienic food preparation environment.

Standard Intent: Foods are stored and prepared in accordance with written protocols which have been devised by suitably qualified and experienced personnel who also control the receipt, storage and preparation of foods. High-risk foods which may be contaminated and which may contaminate other foods are kept separately. This includes such foods as meat, poultry and fish.

This also applies to the following standard and criteria.

	Criterion	Comments
		Recommendations
Criterion 26.5.1.1 Critical: `` Catg: Basic Management + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	There is a mechanism for ensuring that food handlers report the matter when they or members of their families have diarrhoea or vomiting, throat infections, skin rashes, boils or other skin lesions, or eye or ear infections.	

Criterion 26.5.1.2 Critical: `..` Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Food handlers wear appropriate protective clothing.
Criterion 26.5.1.3 Critical: `..` Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	There is a mechanism to prevent unauthorised individuals from entering food preparation areas.
Criterion 26.5.1.4 Critical: `..` Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Persons not normally employed in the food service wear protective clothing while in the area.
Criterion 26.5.1.5 Critical: `..` Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Preparation surfaces are cleaned and dried between uses for different activities.
Criterion 26.5.1.6 Critical: `..` Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Separate impervious cutting boards are kept for raw and cooked food.

Criterion 26.5.1.7	Floors, walls and ceilings are clean.	
Critical: ..		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

26.5.2 Standard
Food products and meals are hygienically stored, prepared and served.

	Criterion	Comments
		Recommendations
Criterion 26.5.2.1 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Potentially high risk foods, unprepared food and prepared items are kept separately.	
Criterion 26.5.2.2 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Food is kept for the shortest time possible after cooking and before serving.	
Criterion 26.5.2.3 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Food waste is put in covered containers and removed without delay from places where food is prepared.	

Criterion 26.5.2.4	Where the Cook-Chill process of food preparation is used, reheating of chilled food begins no longer than 30 minutes after the food is removed from the chiller.	
Critical: ··		
Catg: Basic Process + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

Criterion 26.5.2.5	Where the Cook-Chill process of food preparation is used, the temperature of the heated food reaches at least 70 °C, for not less than two minutes.	
Critical: ··		
Catg: Basic Process + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

Criterion 26.5.2.6	Food is served within 15 minutes of reheating.	
Critical: ··		
Catg: Basic Process + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

26.5.3 Standard

Food is stored under conditions which ensure security, hygiene and freshness.

Standard Intent: The food service manager has a system for ensuring that foods are stored under conditions that ensure security, hygiene and freshness. This requires the documentation of standards and monitoring the conditions under which foods are stored.

	Criterion	Comments
		Recommendations
Criterion 26.5.3.1	The manager of the food service ensures that secure storage areas are available.	
Critical: ··		
Catg: Basic Process + Physical Struct		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

Criterion 26.5.3.2	The management ensures that the foods are checked for quality, quantity and temperature on delivery.	
Critical: ˙˙		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

Criterion 26.5.3.3	The management ensures that the storage of food in dry storage, refrigerators and freezers complies with food hygiene regulations.	
Critical: ˙˙		
Catg: Basic Process + Legality		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

Criterion 26.5.3.4	Foods are stored at acceptable temperatures; thermometers are used and temperature records are maintained.	
Critical: ˙˙		
Catg: Basic Process + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

Criterion 26.5.3.5	Foods are stored separately from non-foods.	
Critical: ˙˙		
Catg: Basic Process + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

Criterion 26.5.3.6	Foods are stored off the ground, on racks or shelving of an impenetrable material.	
Critical: ˙˙		
Catg: Basic Process + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

Criterion 26.5.3.7	Different types of food are kept separately.	
Critical: ˙˙		
Catg: Basic Process + Pat & Staff Safety		
Compliance NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

Criterion 26.5.3.8	Stock is rotated according to the first expiry, first out principle.	
Critical: ˙˙		
Catg: Basic Process + Efficiency		
Compliance NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

Criterion 26.5.3.9	The food stores have ventilation and adequate lighting.	
Critical: ˙˙		
Catg: Basic Management + Physical Struct		
Compliance NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

Republic of Botswana

26.6 Quality Improvement

26.6.1 Standard

A formalised proactive quality improvement approach is maintained in the food service.

Standard Intent: This refers to the implementation of organisational quality improvement processes (Service Element 8).

It is the responsibility of management of the organisation to ensure that standards are set throughout the organisation. Within each department or service, it is the responsibility of managers to ensure that standards are set for the particular department. This requires coordination with the organisation's central/management/coordinating quality management structures or systems. Departmental managers use available data and information to identify priority areas for quality monitoring and improvement.

Quality monitoring could include:
a)   patient satisfaction
b)   complaints about meals   c)   stock control   d)   monitoring hygiene measures.
The following will be evaluated:
•   problems identified in this service for which quality improvement activities were initiated;
•   the processes put in place to resolve the problems
•   identification of indicators to measure improvement
•   the tool(s) used to evaluate these indicators
•   the monitoring of these indicators and corrective steps taken when goals were not achieved
•   graphed and/or tabled results, as appropriate.

	Criterion	Comments
		Recommendations
Criterion 26.6.1.1 Critical: ·· Catg: Evaluation + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	There are formalised quality improvement processes for the service that have been developed and agreed upon by the personnel of the service.	
Criterion 26.6.1.2 Critical: ·· Catg: Evaluation + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Indicators of performance are identified to evaluate the quality of meals provided.	

Republic of Botswana

Criterion 26.6.1.3	The quality improvement cycle includes the monitoring and evaluation of the standards set and remedial action implemented.	
Critical: `..`		
Catg: Evaluation + Efficiency		
Compliance NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

26.7 Patient Rights

26.7.1 Standard

The department/service implements processes that support patient and family rights during care.

Standard Intent: This refers to the implementation of organisational policies on patient and family rights. (Service Element 5).

Compliance will be verified during observation of patient care processes, patient record audits and patient interviews.

	Criterion	Comments
		Recommendations
Criterion 26.7.1.1	There are processes that support patient and family rights related to nutrition.	
Critical: `..`		
Catg: Basic Process + Patient Care		
Compliance NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		
Criterion 26.7.1.2	The personnel respect the rights of patients and families and recognise cultural preferences related to meals.	
Critical: `..`		
Catg: Basic Process + Patient Care		
Compliance NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

26.8 Prevention and Control of Infection

26.8.1 Standard

The department/service implements infection prevention and control processes.

Standard Intent: This refers to the implementation of organisational processes for infection prevention and control (Service Element 9).

	Criterion	Comments
		Recommendations
Criterion 26.8.1.1 Critical: ¨ Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The department identifies the procedures and processes associated with the risk of infection and implements strategies to reduce risk.	
Criterion 26.8.1.2 Critical: ¨ Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Infection control processes include prevention of the spread of food-related infections.	
Criterion 26.8.1.3 Critical: ¨ Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Infection control processes include effective hand washing procedures.	

26.9 Risk Management

26.9.1 Standard

The department/service implements risk management processes.

Standard Intent: This refers to the implementation of organisational risk management processes (Service Element 7).

	Criterion	Comments
		Recommendations
Criterion 26.9.1.1 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The department conducts on-going monitoring of risks through documented assessments as part of organisational risk management processes.	
Criterion 26.9.1.2 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	A system for monitoring incidents/near misses/sentinel/adverse events is available and includes the documentation of interventions and responses to recorded incidents.	
Criterion 26.9.1.3 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Security measures are in place and implemented to ensure staff safety.	
Criterion 26.9.1.4 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Fire safety measures, which include a fire blanket and fire extinguishers, are implemented.	

Republic of Botswana

Criterion 26.9.1.5	The organisation's policy on handling, segregation, storing and disposing of waste is implemented.	
Critical: ··		
Catg: Basic Process + Pat & Staff Safety		
Compliance NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		