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Management of Patient Food Delivery in Nutrition Installation, at the Melati Perbaungan Hospital in 2023

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Abstract: Food management at the Melati Perbaungan hospital's nutritional installation has not gone well, menu planning has not run optimally. The vendor's delivery of food ingredients is not on time. The taste and texture of the food is still lacking. The material received is not suitable. Food storage areas do not meet standards. The aim of this research is to determine menu planning, procurement of food ingredients, receipt of food ingredients, storage of food ingredients and processing of food ingredients in the Nutrition Installation of Melati Perbaungan Hospital. This research was conducted using a descriptive research design with a qualitative approach. There were 5 research informants, namely the Main Informant consisting of the Head of the Nutrition Installation and the Person in Charge of the Cook, and the Supporting Informant consisting of the Waiter. The conclusion of the research is that the administration of food in the Nutrition Installation is still not in accordance with the steps or guidelines issued by the Indonesian Ministry of Health, there are still obstacles in the administration of patient food, for this reason it is recommended that the Nutrition Installation pay more attention and be more careful in paying attention to the food administration process in order to obtain good results and more guaranteed quality of patient food.

Keywords: Planning, Procurement, Receiving, Storage, Processing

INTRODUCTION

According to the Decree of the Minister of Health of the Republic of Indonesia No.129/Menkes/SK/II/2008 concerning Minimum Service Standards for Hospitals, Minimum Service Standards have been created as guidelines for hospitals in ensuring the implementation of health services. The minimum nutritional service standards include determining the time when food is given to a standard of 90%, leftover food that is not eaten by the patient having a standard of 20%, and no incidents of errors in diet administration of 100%.

Organizing hospital food is a series of activities starting from menu planning, planning food needs, budget planning, food procurement, receiving and storage, cooking food, distribution and recording, reporting and evaluation. The aim is to provide quality food according to nutritional needs, cost, safe and acceptable to consumers in order to achieve optimal nutritional status. The target of providing food in hospitals is especially for inpatients. In accordance with hospital conditions, meals can also be provided for employees. The scope of hospital food management includes food production and distribution (Indonesian Ministry of Health No. 78 of 2013).

Hospital food standards are special food standards provided by hospitals to patients according to the patient's needs and illness, so that they are expected to improve the patient's

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condition and help in the patient's healing process (Wahyuningsih, 2013). According to the Indonesian Ministry of Health No. 78 of 2013, Menu Planning is a series of activities to prepare and combine dishes in harmonious, harmonious variations that meet nutritional adequacy, tastes that suit consumer/patient tastes, and institutional policies.

Based on hospital data, the number of outpatients at RSU. Perbaungan jasmine declines every year. In 2020 the number of visits was 41213 with a monthly average of 3434, in 2021 the number of visits was 38721 with an average of 3226 per month, while in 2022 the number of annual visits was 31586 with an average of 2632. Based on the data hospital, inpatients at RSU. Perbaungan jasmine declines every year. In 2020 the number of visits was 5045 with a monthly average of 420, in 2021 the number of annual visits was 4405 with an average of 367 per month. Meanwhile in 2022 the number of annual visits was 3736 with an average of 311.

Based on the initial survey and interviews with the head of the Nutrition Installation, there were several deficiencies in the RSU nutrition installation. Melati Perbaungan, namely evaluating the menu, has not run optimally because there is only 1 nutritionist in the nutrition installation unit so the head of the nutrition installation takes over all activities. For food delivery, nutrition workers are often late and not on time, thus hampering the food delivery process. The food given to patients still doesn't taste right and the texture is still hard. Then, there was a case of damage to food ingredients such as vegetables and fruit and the dry food storage area did not use closed shelves.

METHOD

This research uses descriptive research with a qualitative approach. Descriptive research is a research method carried out with the aim of creating an objective picture or description of a situation. The research was conducted at the Melati Perbaungan General Hospital in the Nutrition Installation section. The research time was in June-July 2023. The research subjects were 1 Head of the Nutrition Installation, 1 person in charge of the Cook, 3 Waitresses, so the total number of research subjects was 5 subjects.

THE RESULTS

Planning Menu

Based on the results of interviews obtained from the main informants and supporting informants regarding menu planning, it was obtained from the interview results that menu planning was not in accordance with menu planning according to the 2013 Indonesian Ministry of Health where menu planning has several steps including: forming a work team, determining the type of menu, establishing a cycle menu and the time period for using the menu,

determining the menu pattern, determining portion sizes, collecting various types of dishes for (morning, afternoon and evening) in one menu cycle including types of snacks, designing the menu format, evaluating the menu and revising the menu, and conducting tests beginning of the menu..

Procurement Of Foodstuffs

Based on the results of in-depth interview research with main informants and supporting informants, information was obtained that the procurement of food ingredients was in accordance with the 2013 Indonesian Ministry of Health guidelines. That food procurement includes determining food ingredient specifications, calculating food prices, ordering and purchasing food.

Receipt Of Foodstuffs

Based on the results of in-depth interview research with main and supporting informants, information was obtained that the receipt of food ingredients was in accordance with the 2013 Indonesian Ministry of Health guidelines. That receipt of food ingredients is an activity that includes checking, researching, recording, deciding and reporting on the type and quantity of food ingredients according to the order, and the specifications that have been determined and the time of acceptance.

Food Storage

Based on the results of observations, the storage of food ingredients is still not appropriate because the dry ingredients storage shelves do not use closed shelves. Based on the results of in-depth interview research with several main informants and supporting informants, information was obtained that storage procedures were appropriate. Food storage facilities are still not suitable.

Food Ingredient Processing

Based on the results of in-depth interview research with main informants and supporting informants, information was obtained that food processing was appropriate but not optimal.

DISCUSSION

The researcher believes that menu planning is not appropriate because there are still procedures in menu planning that have not been implemented properly, designing menu formats, revising menus and assessing menus need to be carried out. Designing a menu format is arranging dishes according to a predetermined menu pattern. The aim of designing a menu format is to identify each food dish according to the food group. Revising or assessing the menu is an activity in evaluating the menu, usually distributed to each manager, if there is a

discrepancy by one of the managers then it needs to be corrected again so that the menu has been truly approved by the manager. Menu planning is very important because it is the beginning of activities and is related to the success of organizing patient meals in the hospital.

The Indonesian Ministry of Health has created guidelines and steps and if one is not implemented it will have an impact on food management. When serving food, it must always be evaluated or assessed so that there are no more complaints about taste and texture, so that it becomes evaluation material for hospital nutrition installations. This research is in line with the results of research by Vicky (2015) at the Pekanbaru Medical Center hospital which states that menu planning only uses the menu cycle and has not been fully implemented because many menus have not been fulfilled.

Researchers are of the opinion that the procurement of food ingredients in the nutrition installation at Melati Perbaungan Hospital has gone well because there have been determination of food ingredient specifications, calculation of food prices, ordering and purchasing and conducting market surveys. This research is in line with Maghfiroh's (2019) research on food procurement, food procurement planning and market surveys are carried out which aim to obtain standardized specifications for food ingredients according to size, type and size to maintain good quality of food ingredients. The market survey aims to determine the price of materials in accordance with existing specifications on the market as a basis for budget planning.

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Researcher's opinion that the storage in the nutrition installation at Melati Perbaungan Hospital is not suitable for dry material storage rack facilities. Dry material storage rack facilities should be covered or use containers to prevent damage. You need to pay attention to the distance between the floor and walls and the shelves, because if the distance between the floor and walls and the dry ingredients storage shelves is too close, this could make food ingredients easily contaminated by animals such as insects. This research is in line with

research conducted by Jenni (2019) that it is very necessary to implement food storage to improve the quality of the food itself and avoid wasting food in vain.

Researchers are of the opinion that processing at the Melati Perbaungan Hospital nutritional installation is not yet in accordance with the prerequisites created by the Indonesian Ministry of Health (2013). Food processing consists of 2 stages, namely preparing food ingredients and cooking food ingredients. For the preparation stage it is appropriate because it has followed the guidelines, for the cooking stage it is not appropriate because each person's cooking dosage is different. In the nutrition installation, all the staff work simultaneously, the cooking methods are different so that the taste of the food is not as liked by the patients as it should be. There needs to be rules for assessing cooking results, a fixed cooking procedure and regulations for the use of food additives (BTP). This is in line with research by Angeline (2017) which states that the main aspect of food is the appearance of the food when served and the taste of the food when eaten. These two aspects are equally important to pay attention to in order to truly produce satisfying food.

CONCLUSION

Firstly, planning menu at the nutrition installation at Melati Perbaungan Hospital is already underway, but not yet completely because there are still menu planning procedures that have not been implemented, such as designing the menu format, revising and evaluating the menu. Second, food procurement has been carried out well in accordance with hospital nutrition service guidelines. Third, the receipt of food ingredients is in accordance with the 2013 Indonesian Ministry of Health guidelines, namely that the ingredients received are checked according to the orders and specifications that have been determined. Fourth, food storage is quite good, but there are still several shortcomings that have not yet been realized, such as facilities where dry ingredients are stored need to be covered because the shelves where dry ingredients are stored are still open and the distance between the shelves and the wall is not in accordance with regulations.

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