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The Management of Food Delivery Systems in the Nutrition Installation at the Hospital

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Abstract. One of the important roles of nutrition services is to improve the nutritional status of patients in hospitals so that it is hoped that this can speed up the healing process and shorten the length of stay. The aim of this research is to determine the food management system in order to fulfill patient nutrition at Malahayati Islamic Hospital. This research uses descriptive qualitative research. Data collection techniques by means of observation, interviews using recording and use of documents. Next, the data collected is analyzed. The informants for this research were 4 informants including the head of the Nutrition Installation, staff/nutrition experts and food processing officers and waiters. The sampling technique was carried out using Purposive Sampling. The research results show that the food procurement system starting from ordering and purchasing, receiving, storing and distributing food ingredients is in accordance with PGRS. And food processing starts from menu variations using a 7-day menu cycle, but food presentation and distribution needs to be monitored and evaluated in the use of PPE for waiters. Food procurement system, food processing, food distribution in accordance with PMK No. 78 concerning PGRS and food delivery system management.

Keywords: Food management system, food ingredients, nutrition

INTRODUCTION

Food is one of the main human needs. Therefore, fulfilling the need for food plays an important role in aspects of human life. Food service is the activity of providing services in providing food for customers or consumers at an institution. Food preparation is a series of work involving human power, equipment, materials, funds and various other resources which aim to obtain consumer satisfaction. Consumer satisfaction is obtained by serving food that meets customer expectations (Widyastuti, Choirun Nissa, and Binar Panunggal 2018). Knowledge and understanding of mass food service as well as management and all aspects of the food delivery system are needed in order to be able to solve problems appropriately so as to achieve the goal of customer or consumer satisfaction with deliciousness, cleanliness and health, as well as the nutritional value of food served in an effective process. and efficient (Fitriani et al., 2023). A hospital is a health facility that provides health services to improve health. Quality of service is a service aimed at meeting the patient's health condition safely and satisfactorily, using the resources available at the hospital effectively and efficiently, in accordance with established ethical rules (Manorek, Tucunan, and Ratag 2020).

Nutrition services in hospitals are one of the supporting service facilities. One of the important roles of nutrition services is to improve the nutritional status of patients in hospitals so that it is hoped that this can speed up the healing process and shorten the length of stay. Hospital Nutrition Services provide quality food that is acceptable to patients (Iskandar

2020). Therefore, nutrition services in hospitals, which are everyone's right, require guidelines in their management in order to obtain quality nutrition service results. Quality nutrition services in hospitals ³ will help speed things up. The process of patient recovery, which also means shortening the length of hospitalization so that you can save on medical costs. Another advantage, if the patient recovers quickly, can return to normal activities and activities (Edi & Putu Agustana, 2023).

The nutritional food intake service for patients in hospitals, especially at Malahayati Islamic Hospital, is carried out by the Gizi installation. The Malahayati Islamic Hospital Nutrition Installation, which is part of the integral health services provided to the community by Malahayati Islamic Hospital, continue to prioritize food service management or excellent service. To support good nutrition installation service management, it must also be supported by facilities and infrastructure for providing services. It also requires competent human resources, in this case the presence of professional nutrition experts who understand the ins and outs of food with balanced and good nutrition to improve nutrition and the patient's conception process (IB et al., 2022). For this reason, good and professional management is needed in providing services to patients, especially those related to providing food in order to fulfill the patient's nutrition so that the patient's healing process is faster. Good management will make patients and their families feel served and of course have an impact on the level of satisfaction of patients and their families at Malahayati Islamic Hospital. Based on the introduction described, the researcher wants to analyze the management of the food service system at the Malahayati Islamic Hospital Nutrition Installation, Medan City.

MATERIAL AND METHOD

Research on food service management at Malahayati Islamic Hospital is qualitative descriptive research, with in-depth interview techniques using recording. ² This research was conducted at the Malahayati Islamic Hospital's Nutrition Installation, Medan City in December 2023. ¹ The informants in this research were the Head of Malahayati Islamic Hospital, Nutrition Expert/staff at the Malahayati Islamic Hospital's Nutrition Installation, food processing officers and waiters. The informants were chosen considering their knowledge regarding management and also because the informants worked at the Nutrition Installation. The sampling technique was carried out randomly Purpose Sampling. Data was collected by observation, interviews and use of documents.

RESULT AND DISCUSSION

1. Food Procurement System

Ordering and Purchasing Groceries

The food procurement system at Malahayati Islamic Hospital uses a third party by means of an auction or The Formal Competitive of Bid. The auction is an official method of purchasing and follows the purchasing procedures outlined by the Malahayati Islamic Hospital. The procurement system for food ingredients has implemented an auction system (the formal competitive bid) in accordance with PMK No. 78 concerning Hospital Nutrition Guidelines 2013. There are no specific standards for serving food in nutrition installations regarding the form of food in each food menu. Even though there are no specific standards for the food served, it is a good idea in the food processing process that the form of food to be served varies according to the type of processed food according to the type of menu that applies at each meal.

Receipt of Foodstuffs

The steps for receiving food ingredients at Malahayati Islamic Hospital are in accordance with existing standards, and for receiving food ingredients at Malahayati Islamic Hospital using the conventional method, namely where the food ingredients reception officer receives the invoice and specifications for the units and quantity of food items ordered. If the quantity and quality do not match, the receiving officer has the right to return it. However, the receiving officer must record all food items received and food items returned to be reported to the purchasing or payment department. Receiving food ingredients is an activity that includes inspection/research, recording and reporting regarding the type, quality and quantity of food ingredients received in accordance with orders and specifications stipulated in the sales and purchase agreement (Ministry of Health of the Republic of Indonesia, 2007). There are generally two types of forms or ways of receiving food, namely Blind receiving And Conventional

Food Storage

Food storage carried out by Malahayati Islamic Hospital uses dry food warehouse storage and fresh food warehouse storage. The basic principles in storing food ingredients are: Right Place, Right Time, Right Quality, Right Quantity and Right

a) Warehouse storage of dry materials

The main requirement for storing dry food ingredients is space specifically dry, not damp, sufficient lighting, good ventilation and air circulation, and free from insects and other rodents. The recommended room temperature is 19-20° C

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which must be controlled frequently to maintain stability. In arranging/placing goods, food ingredients must be arranged in an orderly manner, given a date of receipt and each type of food ingredient is given a barrier. Foodstuffs that rotate quickly are placed close to the distribution point and vice versa. Food ingredients that have a strong smell, such as shrimp paste, must be separated and not close to food ingredients that easily absorb odors, such as flour.

b) Fresh Food Warehouse

In general, every type of fresh food has a storage temperature certain optimal conditions to maintain quality. The grouping of fresh food ingredients according to storage temperature is Fresh storage (Fresh Cooling) of food ingredients is stored in the refrigerator at a temperature ranging from 14° C for liquid temperatures, eggs and cooked food. For fresh vegetables, the range is between 10-15° C, Cold storage (Chilly) food ingredients are stored in the refrigerator at a temperature between (-5) - 0 ° C. This temperature is needed to store fish or poultry meat for no more than 3 (three) days, and Frozen storage (Freezer) The temperature in this storage room is very cold, namely around (-10)°C, it can be used to store meat for a long time. According to PGRS, storing foodstuffs is an activity that includes inspection/ research, recording and reporting on the type, quality and quantity of foodstuffs stored in accordance with orders and specifications stipulated in the sale and purchase agreement (Astati Wugha & Tambunan, 2023).

Distribution of Foodstuffs

The steps for distributing food ingredients at Malahayati Islamic Hospital are in accordance with existing standards, and for distributing food ingredients at Malahayati Islamic Hospital using the conventional method, namely where ² the food ingredients reception officer receives the invoice and specifications for the units and quantity of food items ordered. If the quantity and quality do not match, the receiving officer has the right to return it. However, the receiving officer must take notes. All foodstuffs received and returned foodstuffs are reported to the purchasing and payment department.

2. Food Ingredient Processing

Food Menu Variations

In implementing variations in the food menu at the Malahayati Islamic Hospital Nutrition Installation, the role is to implement a 7 day menu cycle. The menu cycle created also includes variations in combination (color, taste, shape, consistency and processing method).

Food Serving

Based on observations made at the nutrition installation at Malahayati Islamic Hospital, food serving was done using the right tools. The presentation tool for class 3 is plateau. The food serving style applied at Malahayati Islamic Hospital is a combination, namely the food is cooked and processed in one kitchen and served. Then the food is divided according to the portion of each food and served in a special food serving place called a plato and some of the food is also placed in a container to be shared directly without. Using the plateau tool. The attractive color of the food and the patient's satisfaction with the color of the food served looks contrasting. The color of the food from some patients in the obstetrics inpatient room is not a problem if the indicators for assessing the food management system in the process section do not match.

The portion size of the food served is determined by portion standards that have been made based on the type of diet and type of disease. Food portioning, such as side dishes, is also adjusted in the form of cutting food ingredients during food processing, so that portioning in serving food is in accordance with or not according to standard food portions. In the form of food in nutritional installations there are no specific standards regarding the form of food in each food menu. Even though there are no specific standards for the food served, it is a good idea in the food processing process that the form of food to be served can vary from the type of processed food according to the type of menu that applies at each meal. The texture of the food served to patients still likes the texture of the food on the side dishes or rice menu. There are complaints from patients about the texture of the meat being tough and the rice being hard.

Accuracy of Taste

The spice standards in nutritional installations already have standard food spices, including standards for red spices, yellow spices and white spices. The problem of the accuracy of the taste of food in the food served requires understanding for food processing personnel in the use of standard spices used, including standard red spices, yellow spices and white spices. This includes understanding the use of special diet food menus, because this needs to be adjusted to the patient's condition in terms of the type of disease and type of food.

Food Distribution

Based on observations made at the Malahayati Islamic Hospital, the distribution of patient food is a combination distribution which is carried out by placing some of the food directly into the patient's eating utensils from the production site and the other part being put into large containers which are distributed after arriving at the treatment room. The

distribution system used greatly influences the food and having a set food distribution schedule can maintain the quality of the food served when it reaches the patient. Food distribution at the nutrition installation at the Malahayati Islamic Hospital is in accordance with the prerequisites of PMK No. 78 PGRS 2013, namely portion standards, food delivery regulations, collection regulations, food request lists, availability of equipment for distribution and food equipment as well as food distribution schedules.

Analysis of Garbage and Waste Disposal

The Malahayati Islamic Hospital Nutrition Installation has two waste disposal sites, namely temporary rubbish bins which are used for waste disposal during preparation and processing and after processing is complete the waste will be disposed of at the final waste disposal site. There is a SPAL which is centered outward as a discharge route for processing wastewater. Purchasing food ingredients, based on research by Wijayanto (2020), the process of conducting an auction must be in accordance with auction ethics as stipulated in article 6 of Presidential Decree Number 4 of 2015, namely first carrying out tasks in an orderly manner, taking responsibility for achieving targets, smoothness and achievement of procurement. Both work professionally and independently and maintain the confidentiality of procurement documents. The three do not influence each other either directly or indirectly. Fourth, accept and be responsible for decisions made in accordance with the agreement. Fifth, avoid and prevent conflicts of interest between related parties. Sixth, avoid and prevent waste of state finances in auctions. Seventh, avoid and prevent. Abuse of authority and/or collusion with.

The aim is for personal, group or other party gain directly or indirectly. Finally, do not accept, do not offer or promise to give or accept gifts, rewards, commissions, rebates from or to anyone who is known or reasonably suspected to be related to the auction or procurement (Wijayanto et al., 2020). Receiving foodstuffs is a continuation of the process of purchasing foodstuffs. Nur Al-Faidah's research at the BLUD of Nabire Regional Hospital on how to receive food ingredients first checks whether the order is in accordance with the provisions of the food items ordered or not. Next, the food ingredients are sent to the storage warehouse according to the type of ingredient or directly to the food processing place. Then under the storage room or cooling room. After that, weighing and inspection were carried out by officers in the food storage section (Alfaida, 2022).

According to Hariani's research (2023) at the Kasimbar Community Health Center, food storage is a procedure for arranging, storing and maintaining the safety of food (dry or alkaline), both quality and quantity in a place that suits the characteristics of the food

ingredients. Food ingredients ⁷ must be immediately stored in the storage room, warehouse or cold room after food ingredients that meet the requirements are received. If food ingredients are to be used directly, they must be weighed and checked/supervised by the local food storage department and then taken directly to the food processing/ import preparation room (Hariani, 2023). Based on the results of research at the BLUD of Nabire Regional Hospital, there are food distribution regulations, portion standards set, food collection regulations, there is a set food distribution schedule, namely centralized (centralized) and non-centralized (decentralized), as well as a combination in storage warehouses according to the type of material or directly to the food processing place. Then under the storage room or cooling room. After that, weighing and inspection are carried out by those in charge of the food storage section (Al-faida, 2022).

The results of information from nutrition officers from the Central Buton Regional Hospital said that the food cycle served is a 7 day cycle for each menu. The nutrition officer does this so as not to cause boredom in the patient. In the opinion of nutrition workers, boredom towards food is also due to the inherent eating culture which must be in accordance with one's tastes like at home, such as menus and food patterns (Saro, 2023). In accordance with the ⁹ Decree of the Minister of Health of the Republic of Indonesia Number (1098/Menkes/SK/VII/2023) ⁵ concerning hygiene requirements for the behavior of food workers, it is explained as follows: first, ³ all food processing activities must be carried out in a way that is protected from direct contact with the body. Second, direct contact protection with food, this is done with plastic gloves, food tongs, cutlery and the like. Third, every food processing worker must wear an apron and hair cover when working (Rahma & Habsyah, 2022).

Accuracy of Taste based on research by Supriyono (2023) at Kanjuruhan Regional Hospital, Malang, there is a relationship between taste and patient satisfaction. This shows that the better the taste (aroma, texture, color and taste) of animal side dishes, the higher the level of patient satisfaction (Supriyono, 2023). Food Distribution Based on research by Jayadi (2023) in Islamic hospitals and general hospitals in Makassar, ³ food distribution is a series of processes of food delivery activities according to the type of food and number of portions served to consumers/ patients with the aim that consumers/patients receive appropriate food. In food distribution, activities at Pelamonia Hospital are distributed ¹² 5 times, namely breakfast, morning snack, lunch, afternoon snack and dinner. The distribution is carried out by different staff. Processing department and distribution is a different staff. Food distribution to patients is carried out using a push trolley. Standard portions consist of staple foods, plants,

animals, vegetables and fruit (Indah Jayadi et al., 2023).

CONCLUSION AND SUGGESTION

Food Ingredient Procurement Systems such as, Ordering and Purchasing Foodstuffs, Receiving Foodstuffs, Storing Foodstuffs, Distribution of Food Ingredients and Processing Foodstuffs such as Dining Menu Variations, Food Serving, Accuracy of Taste, ¹Food Distribution are in accordance with PMK Number 78 of 2013 ¹⁴concerning guidelines Hospital nutrition. Waiters are expected to increase awareness in ¹⁵the use of PPE because the use of personal protective equipment (PPE) is still incomplete, such as wearing gloves and using a kitchen mask for cooking when serving food, so as to reduce the risk of food being contaminated with microorganisms. As well as expanding the food serving tables, because the serving tables at Malahayati Islamic Hospital are still inadequate for serving food.

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