Contestability
Key Performance Indicators
WHY KPIs for CONTESTABILITY

- Ensure patient foodservices meet current standards eg. Menus, Nutrition, Food Safety, Quality

- Consistency of standards across the state (for in-house and outsourced foodservices)

- Basis for measuring outcomes
DEVELOPMENT of KPIs

- Formed a working group of dietitians
  - Princess Alexandra Hospital
  - Royal Brisbane & Women’s Hospital
  - Townsville Hospital
  - Caboolture Hospital
  - Gold Coast Hospital

- Used the Statewide Foodservices KPI document as a starting point

- Identified relevant KPIs, measures and referenced all KPIs.
MENUS: Meeting QH Nutrition Standards

- Nutritional adequacy of facility menu/menu development – collaborative process with clinical dietitians
- Meals are psychosocially appropriate
- Menu cycle length/number meals/meal choices
- Menu review frequency
MEAL ORDERING

- Same day meal ordering to be available ie. Order at least lunch and dinner today

- Training requirements and reporting requirements for staff taking menu orders

- Special diet integration into menus
MENU PRODUCTION

- Standard recipes and specification sheets available for all menu items
- Portion control specifications available for all menu items
- Underproduction recorded and reported and substitutions managed via agreed procedures.
FOODSERVICE SYSTEMS

- IT system for foodservice allows site dietitian access to diet management, menus and recipes/ingredients and meal ordering modules

- Meal delivery timing

- Tray clearing times
AUDITING & REPORTING

- Monthly reporting of meal cost breakdowns, meal accuracy, meal quality, plate waste, microbiological analysis, nutritional analysis, feedback and complaints with actions

- 6 monthly reporting patient satisfaction
MEAL ACCURACY STANDARDS

- 90% accuracy for general meals
- 95% accuracy for therapeutic diets
- 100% accuracy for critical therapeutic diets
FOOD SAFETY COMPLIANCE & REPORTING

- Trained food safety supervisors on every shift & 100% staff trained in food handling

- Reporting on monthly internal food safety audits & reporting on annual external food safety audits

- Non-compliances are corrected & corrective actions reported
COMMUNICATION

- Monthly meetings held and minuted. Includes contractor, dietetics, nursing rep, Pat Q&S rep, Hospital Mg rep

- Ad hoc communication log to be kept between foodservices/contractor and dietetics/clinical team
TRAINING

- Staff training is to be provided in provision of special diets and site specific issues.

- Dietetic Foodservice students will be allowed reasonable access to the foodservice to allow them to meet competencies as per Dietitians Association of Australia standards.
REFERENCE DOCUMENTS FOR COMPLIANCE

- Food & Nutrition Safety Directive and associated supporting documents
- Purchasing and Logistics Directive
- Food Act 2006 (Qld)
- EQUIP National Standard 12: Management of Nutrition
HOW ARE THE KPIs BEING IMPLEMENTED

- Use as a base and modify for local circumstances
- Use to develop the specification documents for contestability
- Use to assess submissions for contestability
- Use to assess foodservice outcomes
QUESTIONS?