

The Management Of Food At RSUD Haji Makassar

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Abstract

Food service is a service activity carried out by the hospital in providing food for customers or consumers in an institution. Hospital food services play an important role in the process of treating patients during hospitalization by providing nutritious food. Hospital food services are intended to provide patients with hygienic, safe and nutritionally balanced food that supports patient recovery. Hospital food service is a complex field and requires specialized skills. Nutritionists are required to provide services according to the type of patient, type of treatment, and minimize the occurrence of infection. The aim of providing food is to provide food that is of good quality, varied, meets nutritional adequacy, is acceptable to and satisfies consumers by observing high standards of hygiene and sanitation including the types of equipment and facilities used. This research is a type of qualitative research with a descriptive approach, which describes the implementation of management in food service activities at the Nutrition Installation at Haji Makassar General Hospital using in-depth interviews with installation staff and examination of documents/archives as secondary data. This research lasted six days starting from 15-20 May 2023. The results of the study were that all the prerequisites had been fulfilled except for food orders for 1 menu period and the existence of regulations on food additives (BTP).

Key Words: *Food services, Management of Food, Hospital*

Introduction

Food management is a series of activities carried out from menu planning to food distribution to consumers including recording, reporting and evaluation activities aimed at achieving optimal health status through providing appropriate food. (Widyastuti et al., 2018)

The aim of food management is to provide food that is of good quality, varied, meets nutritional requirements, is acceptable and satisfies consumers by paying attention to high standards of hygiene and sanitation including the types of equipment and facilities used. (Widyastuti et al., 2018)

The number of food processing staff is ideal because the number of students served is 135 people, food management generally runs well, except for processing because sometimes the menu served does not match the main menu, and changes to the menu are made after communication with the school and the menu that is replaced still meets needs. school child nutrition. (Kurniawan, 2016)

Materials and methods

This research is a type of qualitative research with a descriptive approach, namely describing the implementation of management in food service activities at the Nutrition Installation of Haji Government Hospital Makassar which includes the process of planning menus, planning food needs, procuring foodstuffs, receiving foodstuffs, storing foodstuffs, processing foodstuffs and food distribution. This research was conducted at the Haji Government Hospital Makassar and lasted six days starting from 15-20 May 2023.

The selection of informants in this study used a purposive sampling technique, which is a technique used to select informants who know the problem clearly, are able to express opinions well and correctly, can be trusted to be a good source of data and are willing and able to provide information related to the research topic.

The informant chosen by the researcher is someone who provides information about something they want to research. There are 2 types of informants, namely:

- The key informant is the Head of the Nutrition Installation who is believed to be able to provide accurate information about planning activities and menu assessments for patients and is the policy maker and maker at the Nutrition Installation at Haji Government Hospital Makassar.
- The main informants were staff at the Nutrition Installation who took part in ordering activities and distributing food to patients.

The data collection method used in this research is an in-depth interview method for officers at the Nutrition Installation at Haji Hospital Makassar and examination of documents/archives as secondary data regarding food management at Haji Government Hospital Makassar, and observations of a number of informants who were the source of data mining. this research.

In this research, the instruments are the writers as researchers, practicum guide modules, documentation, notebooks, cameras, voice recorders and other tools that can support the running of this research well.



Results and Discussion

Based on the provisions for a good kitchen according to the Ministry of Health 2018, Haji Government Hospital Makassar does not fully meet these characteristics, such as the completeness of the rooms, one of which is that there is no meeting room, and the janitor's room and milk room do not match the kitchen plan. The building area does not comply with the provisions of Minister of Health Regulation no. 24 of 2016, lighting is lacking, ventilation is also still lacking (it is recommended that the air exchange ventilation system in the kitchen should be able to provide 20-30 CFM/hour).

Table 1. Criteria for a good kitchen

No.	Criteria for a Good Kitchen	Suitability
1	The kitchen area is at least 40% of the dining room or 27% of the building area	X
2	The floor surface is made quite sloping towards the waste water drainage channel	√
3	The ceiling surface must cover the entire roof of the kitchen space, be a flat surface, be light in color and be easy to clean	√
4	Air conditioning is equipped with a device for releasing hot air and odors which is installed at a height of 2 (two) meters from the floor and its capacity is adjusted to the size of the kitchen.	√
5	Kitchen stoves are equipped with smoke hoods, smoke traps, chimneys, filters and channels as well as fat collectors.	√
6	All fireboxes are located under smoke hoods	√
7	The door connecting to the outer courtyard is made double, with the outer door opening outwards	√
8	The door connecting to the outer courtyard is made double, with the outer door opening outwards	√
9	The kitchen space consists of: a) Equipment washing area. b) Food storage area. c) Processing place. d) Preparation place. Administrative place.	√
10	The intensity of natural and artificial lighting is minimal 10 <i>foot candles</i>	√
11	Air exchange at least 15 times per hour to ensure comfortable working in the kitchen, eliminating smoke and dust	√
12	The kitchen area must be free from insects, mice and other animals	√
13	There is at least a compounding table, equipment, cold storage cabinets/facilities, equipment racks, washing tubs that are functional and well maintained	√
14	The words "Wash your hands before touching food and utensils" must be displayed in a place that is easily visible	√

Menu Planning

Menu planning is a series of menu preparation activities and combining dishes in harmonious, harmonious variations that meet nutritional adequacy that meets the principles of balanced nutrition, tastes that are adapted to consumer/patient tastes and institutional policies.

The menu planning at the Haji Government Hospital Makassar is in accordance with PGRS (Pedoman Pelayanan Gizi Rumah Sakit/*Hospital Nutrition Services Guidelines*), but in the seasoning standards section at the Haji Government Hospital Makassar are missing because the nutrition installation at the Haji Government Hospital Makassar is in the renovation stage so the seasoning standards are lost. However, the cooks have memorized the spice standards that have been set by the hospital and these spice standards are immediately updated by the nutrition installation.

Food Needs Planning and Determining Production Amounts

Food needs planning is a series of activities to determine the type and quantity of food ingredients with specified quality within a certain period of time. This planning is done by calculating the food requirements needed in terms of quality and quantity.

Food needs are differentiated between raw food and dry food. To find out what food ingredients are needed, you have to start from planning the menu first, then move on to calculating food ingredient needs and ordering, purchasing, receiving and storing. Then the food is processed according to the menu and plans that have been made and then distributed to the patient's room.



Food Budget Planning

When preparing costs for food services, they must be prepared and planned as well as possible to maintain the smooth running of food operations and must be made in a flexible, realistic (implementable) manner and continuously monitored and carried out with full responsibility so as not to cause problems in the future.

Haji Government Hospital Makassar has fulfilled the prerequisites for implementing food budget planning, namely data on the type and number of consumers/patients, determining the type and number of consumers/patients, determining food prices based on market surveys, then determining the average price of foodstuffs, guidelines for the net weight of food used and converted to gross weight, the existence of a food price index per person per day, the existence of a yearly budget, the existence of budget reporting.

Table 2. Menu planning prerequisites

Menu Planning Prerequisites	Explanation
Hospital Feeding Regulations (PPMRS)	Guidelines set by hospital leadership as a reference in food service.
Portion standards	Portion standards, recipe standards and seasoning standards are available in hospitals which are posted on the wall to make it easier for processors to see them. However, for the seasoning standards, due to the nutritional installation in the rehabilitation process, the seasoning standards have been lost but need to be improved.
Recipe standard	
Seasoning standards	

Table 3. Prerequisites for food needs planning and determining production amounts

Food Needs Planning and Determining Production Amounts Prerequisites	Explanation
There is a list of menu cycles per 10 days	The menu cycle that has been recorded becomes the basis for the list of food ingredients they will order,
Prepare food ingredient specifications	They have all types of food ingredients, and their ordering times are different. For example, for wet food ingredients they order single use per day and dry food ingredients at the beginning of the month.
Price index and policy	There are decrees and SPOs related to price index, nutritional value and food supply policies, they are said to be good enough to meet food needs. All the provisions they carry out are guided by PGRS, the proof of which is in the documentation section
Contract for groceries	The budget for the Haji Government Hospital Makassar is calculated through the BLUD and APBD from the total number of beds in the hospital. If food items are damaged, they will be returned and re-weighed

Table 4. Steps for food budget planning activities

Steps for Food Budget Planning Activities	Explanation
Collect data about the type and number of consumers/patients in the previous year	The total number of patients in 2022 at Haji Government Hospital Makassar, both BPJS and general, is 35,812,474.
Determine the type and number of consumers/patients. Collect prices of food ingredients from several markets by conducting a market survey, then determine the average price of food ingredients.	Market surveys were carried out in 3 markets, namely 2 traditional markets, 1 modern market to compare the lowest and highest food prices and then include them in budget planning.
Create a guideline for the net weight of the food used and convert it to gross weight	Before ordering food ingredients, food ingredients can be seen in DKBM, from DKBM we can see how much gross weight, how much net weight. For example, the gross weight of a fish of 100 grams means that 70 percent is edible (BDD) and 30 percent is inedible, so the gross weight is reduced to 30 percent. After cleaning and cooking, it will shrink so that the net weight becomes 50 grams which is ready to be eaten by the patient.
Calculate the food price index per person per day	The daily food index for Super VIP is IDR. 124,000, VIP Rp. 114,855, Class 1 Rp. 100,015, Class 2 Rp. 70,600, Class 3 Rp. 54,853.
Calculate a year's food budget	1 year budget planning is obtained from 1 month budget for all patients with different classes then multiplied by 12 months.
The results of the budget calculation are reported to the decision maker	The results of budget calculations are reported to decision makers by the head of the nutrition installation and administrative staff.



Grocery Order

Ordering food ingredients is the activity of preparing requests (orders) for food ingredients based on menus or menu guidelines and the average number of existing consumers or patients. The aim of this activity is to provide a list of orders for food ingredients in accordance with established standards or specifications (Ministry of Health, 2007).

From this table it can be seen that Haji Government Hospital Makassar has fulfilled all the prerequisites for ordering food ingredients except one, namely, ordering food ingredients for 1 menu period.

Food orders are made at the nutrition installation and orders are adjusted to the number of patients at Haji Government Hospital Makassar and according to patient needs.

Table 5. Prerequisites for Grocery Order

Prerequisites for Grocery Order	Explanation
There is a hospital policy regarding food procurement procedures	Haji Government Hospital Makassar in the nutrition installation already has procedures for procuring food ingredients and already has its own policies in accordance with SOP and PGRS.
Availability of funds for food	Haji Government Hospital Makassar has funds for food for patients and already has tenders through BLUD and APBD.
There are specifications for food ingredients	There are food ingredient specifications that have been determined, but the reception section of Haji Government Hospital Makassar no longer sees the specifications printed on sheets of paper every time goods are received because the ingredient reception officers have memorized each ingredient specification.
There is a menu and the amount of food ingredients needed during a certain time period	The menu and the amount of food needed by the patient are available 3 times a day, morning, afternoon and evening. It is according to the menu, orders for food ingredients are ordered only for those needed by the patient or consumer and do not order food ingredients if they do not match the menu
There is an order for food ingredients for 1 menu period	None because the menu period is 1 year while wet food ingredients are ordered every day while dry food ingredients are ordered at the beginning of every month.

Grocery Reception

Receiving food ingredients is a series of activities to research, check, record and report food ingredients that have been stipulated in the contract letter (Sales Purchase Agreement). The aim of receiving food ingredients is the availability of food ingredients to be distributed according to specified specifications, safe to use, durable and ready to be used according to demand.

Table 6. Steps for receiving food ingredients

Grocery Receiving Steps	Explanation
Checking food ingredients after they arrive	Food ingredients that are received and have been weighed are immediately taken to the processor for processing. If there are remaining materials, they will be stored in the storage warehouse
Provide marks on food purchase invoices as received	The food ingredients received will be marked on the invoice and adjusted to the specifications or purchase list and if there are food ingredients that are unsuitable, lacking, or rotten, they will be noted down for ordering the next day or brought on the same day.
Send the food ingredients received to the storage section if there are ingredients that are not used immediately	Food ingredients that are received and are suitable but do not want to be processed or have leftovers from processing will be immediately put into the food storage warehouse.



Food Ingredient Storage

Food storage is a procedure for arranging, storing, maintaining dry and wet food ingredients as well as recording and reporting them. Once food ingredients that meet the requirements are received, they must be immediately taken to the storage room, warehouse or cold room.

Table 7. Food storage steps

Steps for Storing Foodstuffs	Explanation
Once food ingredients that meet the requirements are received, they are immediately taken to the storage room, warehouse or cold room.	After the food ingredients are received, they are immediately taken to a storage room such as a cupboard and also a freezer. However, if the food is processed directly, it is given to the processing place and if there is any leftovers, it is then stored back in dry food storage.
If food ingredients are to be used directly, after being weighed and checked, they are taken to the food preparation room.	After the food ingredients are received, they are weighed and if the food ingredients are suitable and want to be processed immediately, they will be immediately taken to the preparation room according to how much will be processed, and if there are any leftovers, they will be stored back in the storage warehouse. However, usually in Haji Government Hospital Makassar, ingredients are used for single use and cooked at that time, for example, in the morning when they are cooked, the ingredients will be used up that morning.

Food Processing

Food processing consists of preparing food, cooking food, to distributing food.

Food ingredients to be cooked are taken from the dry ingredients warehouse or wet ingredients according to the menu that day. According to the results of the researcher's observations, the food ingredients to be processed are cleaned/washed first according to the existing SOP. Standard portions, recipes, seasonings already exist. The menu and portion standards have been posted on the wall to make it easier to see.

Haji Government Hospital Makassar uses a 10 day menu cycle (plus 11 days for the 31st) and the menu is posted on the wall to make it easier for the staff on duty to see it. Food Additives (BTP) are not used because up to now there is no need for Food Additives.

Table 8. Food Ingredient Preparation

Prerequisites for Food Preparation	Explanation
Availability of food ingredients to be prepared	Food ingredients to be prepared are taken from dry warehouses and wet warehouses
Availability of preparation space and equipment	There is an equipment area, spice area, and filtered porridge area
Availability of fixed procedures	There are fixed procedures from the hospital (SOP)
Availability:	Portion standards, recipe standards, seasoning standards, preparation schedules and cooking schedules for food ingredients are available in this hospital which are posted on the wall to make it easier for processing staff to see them.
• Portion standards	
• Recipe standard	
• Seasoning standards	
• Preparation schedule	
• Cooking schedule	

Table 9. Prerequisites for cooking food

Prerequisites for Cooking Food	Explanation
Availability of menus, menu guidelines and menu cycles	Menus, menu guidelines and menu cycles are available and use a 10 day menu cycle (plus 11 days for the 31st)
Availability of cooked food	Food ingredients to be cooked can be taken from dry and wet warehouses. Food ingredients received that day can be taken directly to processing according to the menu
Availability of food cooking equipment	There is a place for cooking utensils and cutlery
Availability of rules for assessing cooking results	In assessing the results of cooking, patients are given a questionnaire which is distributed once a month
Availability of fixed cooking procedures	There are fixed procedures for cooking food that have been established in the hospital
Availability of regulations on the use of additional food ingredients (BTP)	Not yet available regulations on the use of Food Additives (BTP) because they are not needed



Food Distribution

The distribution system used by the nutrition installation at Haji Government Hospital Makassar is a centralized system, where food is divided and served on cutlery (plates and boxes) in the production room (nutrition installation). Even though it does not comply with the SOP, patients on the 2nd and 3rd floors do not use rice cardboard plates because the lift is damaged and there are not enough distribution staff. This rice box is also used for infectious patients.

Table 10. Prerequisites for food distribution

Prerequisites for food distribution	Explanation
Availability of hospital feeding regulations	There are 2 SOPs, namely managing food processing and distribution, and handling food and cutlery for patients with infectious diseases
Availability of portion standards set by the hospital	There are staple food ingredients of animal, vegetable, nuts, vegetables and oil
There are rules for taking food	Using a centralized system
There is a list of patient food requests	In the form of a table containing the patient's name, class/room, date of birth, type of food.
Availability of equipment for food distribution and food equipment	The number of cutlery utensils is 120 plates, rice boxes are adjustable, and there are 3 push trolleys
There is a distribution schedule	The schedule is taped to the wall

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