

TERMS OF REFERENCE (TOR)
OUTSOURCING DIETARY SERVICES
FOR GEN. EMILIO AGUINALDO MEMORIAL HOSPITAL (GEAMH)
AND KOREA-PHILIPPINES FRIENDSHIP PROJECT (KPPF)

I. BACKGROUND

Due to deficiency in manpower and the current high cost of commodities, added to it the voluminous number of patients confined in the hospital, the Provincial Government of Cavite (PGC) resorts to outsource the dietary services rather than in-house dietary services. This will be done through competitive bidding. Both GEAMH and KPPF are located in Trece Martires City-Indang Road, Brgy. Luciano.

II. OBJECTIVE

1. MAIN OBJECTIVE

1.1 To meet the outsourcing requirements for Dietary services for the patients of GEAMH and KPPF with a Specialized Service Provider.

2. SPECIFIC OBJECTIVES

2.1 To establish a partnership with a Service Provider who has the capacity, expertise and resources necessary to carry out the Dietary services required by the Provincial Government of Cavite (PGC) for GEAMH and KPPF.

2.2 To ensure provision of the daily meals to the patient of GEAMH and KPPF running with daily meal (breakfast, lunch, and dinner) under the following conditions:

-Special diets (like therapeutic diet, osteorized feeding, etc) must be supervised and with consultation and recommendation of doctors and resident Nutritionist- Dietitians as to quantity and food classification needed by the patients.

-The service of food for in-patients are as follows:

- Breakfast - 6:00am-7:00am
- Lunch - 11:00am-12:00nn
- Dinner - 5:00pm- 6:00pm

-The portion size of the meals served will be:

GEAMH (Ward)	KPFH (Ward)	KPFH (Private)
-1 serving protein dish (30g lean meat; 30g E.P. chicken; 35g E.P. fish)	-1 serving protein dish (30g lean meat; 30g E.P. chicken; 35g E.P. fish)	-1 ½ to 2 serving protein dish*(45-60g lean meat; 45-60g E.P. chicken; 50-70g E.P. fish)
-1 serving vegetable	-1 serving vegetable (1/2 cup cooked)	-1 serving vegetable (1/2 cup cooked)
-1 cup rice	-1 cup rice	-1 cup rice
-1 serving of fruit/dessert during lunch time	-1 serving of fruit/dessert	-1 serving of fruit/dessert

-The main dish served should be consistent with the principles of menu planning as prescribed by the resident Nutritionist Dietitian.

2.3 To entail lesser expenses in terms of purchasing equipment and other overhead expenses in Dietary services.

III. PROVISIONS

1. **Provisions in accordance with Philhealth Circular No. 17 s 2006** –to meet the Hospital accreditation standards:

1. That the “outsourced service unit” is the hospital service extension and that it will provide client the quality of service and safety measures at all times, hence the Provincial Government through the hospital is also responsible for the actions/inactions of the “outsourced service unit” in which case the hospital resident Nutritionist Dietitian shall monitor and supervise the dietary service provided by the outsource provider;

2. That the “outsourced service unit” shall be responsible for any untoward incident that may occur during the provisions of the service;

3. That the hospital shall have an in-house Nutritionist Dietitian who will be responsible in providing dietetic-counseling services, as well as coordinate with the dietary service provider whose PRC License shall be posted conspicuously in the dietary reception area.

4. That the “outsourced service unit” shall secure Sanitary Permit, Business Permit and Health Certificates of their dietary personnel. Said documents shall be posted conspicuously in the dietary reception area;

5. That the “Hospital” shall acknowledge the Philippine Health Insurance Corporation (PHIC) right to inspect the “outsource service unit” including pertinent records for validation of conformity to the requirement of Philhealth;

6. That only the accredited hospital (GEAMH/KPFP) can claim for reimbursement of services to the Philhealth provided by the “outsourced dietary service unit”.

2. Provision on equipment and cleanliness:

1. That the “outsourced dietary service unit” shall provide equipment necessary in the operation of the hospital dietary and service to the patients;

2. That the “outsourced dietary service unit” shall at all times keep the dietary area in good and hygiene conditions and shall maintain proper storage of food, water and other necessary ingredients and to sanitize silver wares and or utensils to be used. Proper and hygienic garbage disposal must be observed in accordance with DOH standards and hospital waste management program.

3. Provision on rental of space

1. That the “outsourced dietary service unit” for and in consideration will be charged for a monthly rental inclusive of water consumption payable every end of the current month.

4. Provision on personnel

1. That the “outsourced dietary service unit” shall attend in person to the Management and direction of the operation of the dietary service and shall provide adequate staff including Dietitian as per DOH requirement to ensure prompt and efficient service;

2. That shall no employee-employer relationship between the agency and the provincial and hospital management and the persons who the agency may assign to perform service;

3. That the outsourced dietary service unit” shall acknowledge that no authority has been conferred upon to hire any person in behalf of the hospital and that the person to be

assigned to perform the services are not employees of the hospital and are not in any way or manner connected with or related to the hospital;

4. That the "Hospital" (GEAMH and KPFP) is free from any liability arising out of any accidents that may befall the agency employees while performing their duties at the hospital premises as well as for any labor claims which the agency employees may file against the hospital;

5. That the "outsourced dietary service unit" shall be responsible for the SSS and Philhealth membership and other mandatory requirements of their employees;

6. That the personnel assigned by the "outsourced dietary service unit" as food handlers must be healthy/fully immunized (Hepa A, Cholera, Disentery, Thypoid) and of good moral character. Hence, their health certificates and barangay or police clearance must be submitted to the hospital management with 2x2 pictures for its files and reference purposes;

7. That the outsourced dietary service unit" will provide the necessary Personal Protective Equipment (PPE's) for their employees assigned in the premises of the hospital;

8. That the employees of the "outsourced dietary service unit" are required to be properly groomed, gracious, courteous at all times and properly identified by their ID;

9. That the employees of the "outsourced dietary service unit" are subject to security measures imposed by the hospital and shall comply with all its rules and regulations;

10. That the "outsourced dietary service unit" shall be responsible for the acts and omissions of its employees and shall hold the hospital free and harmless against all claims and expenses arising out of damages and injuries incurred by said employees to the third persons;

11. That the employees of the "outsourced dietary service unit" when not in duty shall not be allowed to stay within the hospital premises and they are also unauthorized to use hospital utilities such as water, electricity among others for personal use.

5. Provision on monitoring

1. That the "outsourced dietary service unit" shall allow the hospital through its authorized representative and DOH Bureau of Health Facilities Services in charge of hospital licensing the right to conduct periodic physical inspection for control in carrying out hospital policies and procedures and to ensure compliance by the "outsourced dietary service unit" in terms of coordination, the supervision and management of the special existing programs still under the hospital (GEAMH and KPFP):

- a. Hospital Ecological Waste
- b. Infection Control
- c. Quality Improvement Program
- d. 5's
- f. ISO accreditation

6. That the "outsourced dietary service unit" is required to attend the quarterly meeting of outsourcing services conducted by the Hospital (GEAMH and KPFP);

7. That the "outsourced dietary service unit" shall make necessary actions on the feedback from the "Hospital" (GEAMH and KPFP) clients/patients

8. That the "Hospital" (GEAMH and KPFP) will conduct quarterly evaluation for the performance of the "outsourced dietary service provider" and;

9. That the "Hospital" (GEAMH and KPFP) has the authority to recommend termination of contract for non-compliance with enclosed provision after thorough monitoring and evaluation.


IV. PAYMENT

1. That the "Outsource dietary service unit" corresponding to the services performed will submit Statement of Account and other supporting papers needed to facilitate payment at the rate based on the approved contract, every end of the month;
2. That the "Hospital" will prepare voucher for payment;
3. That the Provincial Government shall process payment and prepare check payable to the "Outsource dietary service unit".


V. EFFECTIVITY

1. That the "Outsourced Dietary service unit shall start to deliver service as stated in the Contract prepared by the Provincial Government of Cavite through the General Service Office and Bids and Awards Committee.

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