

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

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.

II. OBJECTIVE

1. MAIN OBJECTIVE

1.1 To meet the outsourcing requirements for **Dietary Services** of the patients of GEAMH, KPPF, and all Satellite Hospitals 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, KPPF, and all satellite hospitals.

2.2 To ensure provision of the daily meals to the patient of GEAMH, KPPF, and all satellite hospitals 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 for Regular Diet or Therapeutic Diet will be:

Korea – Philippines Friendship Project (KPPF)

Private

- Soup
- Vegetable: ½ cup (for lunch and dinner)
- Rice: 1 cup
- Main Dish: 2-3 servings of protein (approx.: 60-90g)
- Fruit/ Dessert: 1 serving (3x a day)



Semi Private

- Vegetable: ½ cup (for lunch and dinner)
- Rice: 1 cup
- Main Dish: 2-3 servings of protein (approx.: 60-90g)
- Fruit/ Dessert: 1 serving (for breakfast and dinner)

Ward

- Vegetable: ½ cup (for lunch and dinner)
- Rice: 1 cup
- Main Dish: 2 servings of protein (approx.: 60g)
- Fruit/ Dessert: 1 serving (for breakfast and dinner)

General Emilio Aguinaldo Memorial Hospital (GEAMH)

- Vegetable: ½ cup (for lunch and dinner)
- Rice: 1 cup
- Main Dish: 1 serving of protein (approx.: 30g)
- Fruit/ Dessert: 1 serving/ day

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” shall be responsible for any untoward incident that may occur during the provisions of the service;
2. 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.
3. 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;
4. 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;
5. That only the accredited hospital 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.

1. Use of Checklist for Kitchen Sanitation (See Appendix B)
2. Use of Checklist for Staff Hygiene (See Appendix B)
3. Use of Checklist for Patient's Tray/Plate Sterilization and Equipment Sanitation (See Appendix D)

3. Provision on rental of space (GEAMH and KPFP)

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 hospital dietary service

2. That the **"Outsourced dietary service unit"** shall provide adequate staff including Dietitian as per DOH requirement to ensure prompt and efficient service;

Position	Bed Capacity	
	200 Level 3	300
Food Supervisor/ Outsourced Dietitian	2	2
Cook	4	6
Food Server	8	12

3. That the **"Outsourced dietary service unit"** shall have no employee-employer relationship with the hospital. The **"Hospital"** shall not be responsible in any claims filed against the **"Outsourced dietary service unit"** by their employees.

4. The **"Outsourced dietary service unit"** must abide the Labor Law specially pertaining to the salary and benefits of their employees.

5. 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;

6. That the **"Hospital"** 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;

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

8. That the **"outsourced dietary service unit"** will provide the necessary orientation of newly hired staff on the Procedures of the Dietary Section, emphasizing on Food Safety and Sanitation;

9. That the **personnel assigned** by the **"outsourced dietary service unit"** as food handlers must be healthy/fully immunized (Hepa A, Thypoid, COVID-19 vaccine), 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 file and reference purposes;

8. That the **"outsourced dietary service unit"** will provide the necessary Personal Protective Equipment (hairnet, facemask, apron and closed and non-slipped footwear) for their employees assigned in the premises of the hospital;

9. 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;

10. 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;

11. 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;

12. 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:

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

2. That the **“outsourced Dietitian”** shall monitor and supervise the operation of the outsourced servicing unit and will ensure to comply the food safety practices and Diet Therapy Guidelines;

3. That the resident Nutritionist –Dietitian shall do the spot monitoring of the outsource operation to ensure compliance with above mentioned guidelines.

4. That the **“outsourced dietary service unit”** shall provide the monthly cycle menu approved by the resident Nutritionist- Dietitian.

5. That the **“outsourced dietary service unit”** is required to attend the quarterly meeting of outsourcing services conducted by the Hospital;

6. That the **“outsourced dietary service unit”** shall make necessary actions on the feedback from the **“Hospital”** clients/patients

7. That the **“Hospital”** will conduct monthly evaluation for the performance of the **“outsourced dietary service provider”** and the same shall maintain satisfactory evaluation result.

8. That the **“Hospital”** has the authority to recommend termination of contract for non-compliance with enclosed provision after thorough monitoring and evaluation.

9. That the **“outsourced dietary service unit”** shall provide the monthly cycle menu approved by the resident Nutritionist- Dietitian.