

Audit Report: Performance Audit Report on Provision of Patient Meals (AIN No. 14441)
Schedule of Audit: September 12, 2016 to November 30, 2016
Date of Issue: 08th May 2017
Name of Agency (s): DMS, MoH

	Recommendations	Action taken (as per the detailed action plan/report submitted)	Status/ progress of corrective actions taken by the auditee agency	Reasons for non-completion of action
1	<p>Hospitals should ensure that hospital food meets the recommended daily Nutrient</p> <p>The RAA observed that the daily nutrient intake for energy and other micronutrients does not meet the WHO recommended requirement. Besides, there were no base nutrient Criteria for preparing menus. In order to meet the recommended daily nutrients and nutritionally balanced meals, hospitals should therefore:</p> <ul style="list-style-type: none"> • <i>define the minimum recommended daily nutrient for a hospitalized patient;</i> • <i>specify ration scale accordingly;</i> • <i>analyse menus for nutritional content;</i> • <i>standardize recipes to minimize nutrient losses;</i> • <i>follow seasonal cycle menus to control food costs and to take advantage of the available food during the season;</i> • <i>not repeat any food item too often;</i> • <i>increase the variety of fruits and vegetables; and</i> • <i>Incorporate more fluids in menus and encourage patients for more fluid intake.</i> 	<p>The Ministry had intimated the hospitals and BHUs across the country to submit the action plan and accountability statement against the audit recommendations by 24th May 2017.</p> <p>Accordingly the Ministry had compiled the action taken and action plans along with the accountability statement from 24 hospitals and 19 BHUs and submitted to RAA on 3rd August 2017.</p> <p>It is evident from the Action Plans provided that individual hospitals and BHUs had initiated improvements in the diet plan and menus. Different Hospitals and BHUs have also identified responsible official for implementation of recommendations.</p>	<p><u>Partially Implemented</u></p> <p>The Ministry has submitted action plans and initiated different activities at different hospitals and BHUs. While the Ministry had taken initiative to implement the recommendation at the Hospital and BHU level, the RAA reiterated for a need to have an overall action plan at a Ministerial level in order to have common and uniform approaches across all the hospitals and BHUs.</p> <p>Accordingly, the Ministry has been informed to prepare the action plan at the National Level and formulate appropriate policies and standards.</p>	<p>The Ministry had taken initiative to implement the recommendation at the Hospital and BHU level.</p>

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2	<p>Hospitals should implement the different types of diet and introduce nutrient dense or fortified foods as per the patient requirement</p> <p>Currently, none of the hospitals provide the different types of diet specified in the guidelines. Patients have varying medical conditions and specific dietary requirements that should be met by the hospitals. Thus, hospitals should as far as possible implement the different types of diets as per patient requirement. Additionally, hospitals should focus on quality improvement through implementation of food service strategies and interventions, such as meal and snack fortification, texture modified diets, nutrient dense foods for nutritionally vulnerable in-patients and in-patients with low appetite.</p>	<p>The Ministry had intimated the hospitals and BHUs across the country to submit the action plan and accountability statement against the audit recommendations by 24th May 2017.</p> <p>Accordingly the Ministry had compiled the action taken and action plans along with the accountability statement from 24 hospitals and 19 BHUs and submitted to RAA on 3rd August 2017.</p> <p>It is evident from the Action Plans provided that individual hospitals and BHUs had initiated improvements in the diet plan and menus. Different Hospitals and BHUs have also identified responsible official for implementation of recommendations.</p>	<p><u>Partially Implemented</u></p> <p>The Ministry has submitted action plans and initiated different activities at different hospitals and BHUs. While the Ministry had taken initiative to implement the recommendation at the Hospital and BHU level, the RAA reiterated for a need to have an overall action plan at a Ministerial level in order to have common and uniform approaches across all the hospitals and BHUs.</p> <p>Accordingly, the Ministry has been informed to prepare the action plan at the National Level and formulate appropriate policies and standards.</p>	<p>The Ministry had taken initiative to implement the recommendation at the Hospital and BHU level.</p>
3	<p>Hospitals should include nutritional screening as part of their healthcare Standards</p> <p>The MoH should develop procedures or nutritional screening which should be implemented at hospitals since there is no practice of screening patients in the hospitals at the moment. Patients who are at risk of nutritional problems need to be screened at the time of admission and identified or categorized into normal, at risk of malnutrition and malnourished. The vulnerable group of patients with nutritional</p>	<p>The Ministry had intimated the hospitals and BHUs across the country to submit the action plan and accountability statement against the audit recommendations by 24th May 2017.</p> <p>Accordingly the Ministry had compiled the action taken and action plans along with the accountability statement from 24 hospitals and 19 BHUs and submitted to RAA on 3rd August 2017.</p> <p>It is evident from the Action Plans</p>	<p><u>Partially Implemented</u></p> <p>The Ministry has submitted action plans and initiated different activities at different hospitals and BHUs. While the Ministry had taken initiative to implement the recommendation at the Hospital and BHU level, the RAA reiterated for a need to have an overall action plan at a Ministerial level in order to have common and uniform approaches across all the hospitals</p>	<p>The Ministry had taken initiative to implement the recommendation at the Hospital and BHU level.</p>

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	problems should be re-assessed by a nutritionist for appropriate nutritional intervention. Nutritional screening could lead to increased food intake resulting in shorter hospital stays and lowering the hospital costs.	provided that many hospitals had initiated Nutritional Screening of the patients.	and BHUs. Accordingly, the Ministry has been informed to prepare the action plan at the National Level and formulate appropriate policies and standards.	
4	<p>Hospitals should review the current food indenting process and institute effective system</p> <p>The RAA noted that all hospitalized patients are included to receive hospital food regardless of whether they want to eat or not. This food indenting process was found to be uneconomical, which could result in wastage of resources. Therefore, hospitals should review the food indenting process so that actual number of patients who are interested to consume hospital meals are determined appropriately.</p>	<p>The Ministry had intimated the hospitals and BHUs across the country to submit the action plan and accountability statement against the audit recommendations by 24th May 2017.</p> <p>Accordingly the Ministry had compiled the action taken and action plans along with the accountability statement from 24 hospitals and 19 BHUs and submitted to RAA on 3rd August 2017.</p>	<p><u>Partially Implemented</u></p> <p>While the Ministry had taken initiative to implement the recommendation at the Hospital and BHU level, the RAA reiterated for a need to have an overall action plan at a Ministerial level in order to have common and uniform approaches across all the hospitals and BHUs.</p> <p>Accordingly, the Ministry has been informed to prepare the action plan at the National Level and formulate appropriate policies and standards.</p>	<p>The Ministry had taken initiative to implement the recommendation at the Hospital and BHU level.</p>
5	<p>Hospitals should propose realistic budget based on historical data and trends</p> <p>The RAA observed that budget for patient meals were proposed based on total number of beds in the wards leading to unrealistic budgets and indirect wastes. For this reason, realistic budget should be proposed:</p> <ul style="list-style-type: none"> • <i>studying the past trends of expenses,</i> 	<p>The Ministry had intimated the hospitals and BHUs across the country to submit the action plan and accountability statement against the audit recommendations by 24th May 2017.</p> <p>Accordingly the Ministry had compiled the action taken and action plans along with the accountability statement from 24 hospitals and 19 BHUs and submitted to</p>	<p><u>Partially Implemented</u></p> <p>While the Ministry had taken initiative to implement the recommendation at the Hospital and BHU level, the RAA reiterated for a need to have an overall action plan at a Ministerial level in order to have common and uniform approaches across all the hospitals</p>	<p>The Ministry had taken initiative to implement the recommendation at the Hospital and BHU level.</p>

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	<ul style="list-style-type: none"> factoring in the cost estimates from menus and standard recipes, and The estimated number of in-patients willing to have hospital meals based on past trends of previous years instead of the total number of beds. <p>Use of historical data and trends, and accurate costing would allow for meaningful comparisons of in-patient food service costs in all the hospitals for further insight and improvement.</p>	<p>RAA on 3rd August 2017.</p>	<p>and BHUs. Accordingly, the Ministry has been informed to prepare the action plan at the National Level and formulate appropriate policies and standards.</p>	
6	<p>Adequate monitoring system should be instituted for Patient Meals</p> <p>Lack of adequate monitoring by appropriate personnel was observed in regards to provision of patient meals in the hospitals. Absence of proper monitoring and supervision could lead to poor quality of meals being served to patients, which in turn could deteriorate their health condition. Therefore, hospitals should institute adequate monitoring and supervision system to ensure quality of food is maintained and food safety is practiced by the food handlers in the kitchen.</p>	<p>The Ministry had intimated the hospitals and BHUs across the country to submit the action plan and accountability statement against the audit recommendations by 24th May 2017.</p> <p>Accordingly the Ministry had compiled the action taken and action plans along with the accountability statement from 24 hospitals and 19 BHUs and submitted to RAA on 3rd August 2017.</p>	<p><u>Partially Implemented</u></p> <p>While the Ministry had taken initiative to implement the recommendation at the Hospital and BHU level, the RAA reiterated for a need to have an overall action plan at a Ministerial level in order to have common and uniform approaches across all the hospitals and BHUs.</p> <p>Accordingly, the Ministry has been informed to prepare the action plan at the National Level and formulate appropriate policies and standards.</p> <p>Some hospitals and BHUs had stated that the monitoring of the patient meals have been initiated</p>	<p>The Ministry had taken initiative to implement the recommendation at the Hospital and BHU level.</p>

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			however, it is not substantiated by any evidences.	
7	<p>Hospitals should set up a food safety and food hygiene programme</p> <p>Food safety and food hygiene knowledge and practices are important in order to avoid cross-contamination, reduce the risk of food-borne diseases and ensure safe and hygienic food. The RAA observed that inadequate practices in food safety and hygiene. Thus, in order to ensure safe food handling measures that identify and handle potential mishaps and hazards, hospitals should set up a food safety and food hygiene programme wherein:</p> <ul style="list-style-type: none"> • <i>Greater awareness are created among food handlers about food safety and hygiene</i> • <i>requirements through trainings;</i> • <i>Food safety and hygiene requirements are strictly adhered to;</i> • <i>Health clearances are issued annually and also after an ailment;</i> • <i>Food handling practices are monitored frequently.</i> 	<p>The Ministry had intimated the hospitals and BHUs across the country to submit the action plan and accountability statement against the audit recommendations by 24th May 2017.</p> <p>Accordingly the Ministry had compiled the action taken and action plans along with the accountability statement from 24 hospitals and 19 BHUs and submitted to RAA on 3rd August 2017.</p>	<p><u>Partially Implemented</u></p> <p>While the Ministry had taken initiative to implement the recommendation at the Hospital and BHU level, the RAA reiterated for a need to have an overall action plan at a Ministerial level in order to have common and uniform approaches across all the hospitals and BHUs.</p> <p>Accordingly, the Ministry has been informed to prepare the action plan at the National Level and formulate appropriate policies and standards.</p>	<p>The Ministry had taken initiative to implement the recommendation at the Hospital and BHU level.</p>

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8	<p>Hospitals should embed protected mealtime principles inwards</p> <p>Although healthcare officials have to work in complex environments, often struggling to Prioritize with numerous competing demands; it is important to embed protected mealtimes principles. When protected mealtime policy is embraced, patients are more likely to increase their meal intake due to less interruptions and proper meal environment. Hence, hospitals should initiate measures to create conducive environment to ensure that the patients are not disturbed during meals.</p>	<p>The Ministry had intimated the hospitals and BHUs across the country to submit the action plan and accountability statement against the audit recommendations by 24th May 2017.</p> <p>Accordingly the Ministry had compiled the action taken and action plans along with the accountability statement from 24 hospitals and 19 BHUs and submitted to RAA on 3rd August 2017.</p>	<p><u>Not Implemented</u></p> <p>The Ministry has submitted action plans and initiated different activities at different hospitals and BHUs. While the Ministry had taken initiative to implement the recommendation at the Hospital and BHU level, the RAA reiterated for a need to have an overall action plan at a Ministerial level in order to have common and uniform approaches across all the hospitals and BHUs.</p> <p>Accordingly, the Ministry has been informed to prepare the action plan at the National Level and formulate appropriate policies and standards.</p>	<p>The directives and policy formulated if any and its implementation status at the national level is not intimated.</p>
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9	<p>Hospital should provide awareness and education on nutrition to in-patients and staff involved in in-patient food service system</p> <p>The RAA found that the most of the lapses can be attributed to in-patients and staff being unaware of the benefits of nutrition and nutritional interventions. Therefore, hospital management should communicate and provide awareness and education on nutrition so as to gain high acceptance of implemented nutritional strategies and interventions by both patients and staff. Staff including kitchen and ward staff should be educated on nutritional care.</p>	<p>The Ministry had intimated the hospitals and BHUs across the country to submit the action plan and accountability statement against the audit recommendations by 24th May 2017.</p> <p>Accordingly the Ministry had compiled the action taken and action plans along with the accountability statement from 24 hospitals and 19 BHUs and submitted to RAA on 3rd August 2017.</p>	<p><u>Not Implemented</u></p> <p>While the Ministry had taken initiative to implement the recommendation at the Hospital and BHU level, the RAA reiterated for a need to have an overall action plan at a Ministerial level in order to have common and uniform approaches across all the hospitals and BHUs.</p> <p>Accordingly, the Ministry has been informed to prepare the action plan at the National Level and formulate appropriate policies and standards.</p>	<p>The Ministry had taken initiative to implement the recommendation at the Hospital and BHU level.</p>
10	<p>Hospitals should perform periodic reconciliation of food stocks</p> <p>Lack of periodic reconciliation of stock balances of patient meals has been observed in the hospitals. Thus, the hospital management should carry out monthly reconciliation of food commodities in order to avoid wastage by ordering what is required and also to minimize misappropriation of food stocks.</p>	<p>The Ministry had intimated the hospitals and BHUs across the country to submit the action plan and accountability statement against the audit recommendations by 24th May 2017.</p> <p>Accordingly the Ministry had compiled the action taken and action plans along with the accountability statement from 24 hospitals and 19 BHUs and submitted to RAA on 3rd August 2017.</p>	<p><u>Not Implemented</u></p> <p>The Ministry has submitted action plans and initiated different activities at different hospitals and BHUs. While the Ministry had taken initiative to implement the recommendation at the Hospital and BHU level, the RAA reiterated for a need to have an overall action plan at a Ministerial level in order to have common and uniform approaches across all the hospitals and BHUs.</p> <p>Accordingly, the Ministry has been informed to prepare the action plan</p>	<p>There is no mention of any intervention at the nation level for periodic reconciliation.</p>

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