

البحث الرابع

The Operation of Food Production in Egyptian University Hospitals	عنوان البحث
عملية إنتاج الأغذية بالمستشفيات الجامعية في مصر	
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Abstract

Hospital food production is a complicated process which requires co-operation between all hospital staff. However, there is increased competition in the healthcare industry and the patients increasingly have better knowledge about food and nutrition and to help them to understand the quality of food service. Hospital food generally has a poor reputation despite recognition of the importance of good nutrition in patient recovery from illness. Improving food service quality in hospitals remains an underexplored issue and a difficult challenge because it includes both tangible and intangible issues. The delivery of a catering service in hospitals has become another challenge for over-stretched hospital budgets as hospital managers struggle to deliver high-quality food service to patients.

This study is based on a qualitative approach; therefore two distinct phases of data collection methods were used: first, a Delphi technique; second, direct observation. The qualitative data was analysed thematically using (NVivo 9 software) for coding and identifying common themes. All the interviews were conducted in Arabic and the researcher transcribed them and translated them into English.

The results revealed that there were many obstacles and challenges that faced the FUH food production system, such as: financial problems; menu; number of staff; kitchen; skills and experience; kitchen equipment these don't all get a mention in the results section – they need to. The findings indicate that kitchen design is a

major problem at FUH and affects the quality of food produced. The results explored that FUH needed to improve the food production systems through; selecting good suppliers; preparing training programmes for kitchen and food service staff; improving communication between staff, re-designing the kitchen; providing a budget to buy good equipment and high quality of raw materials. The FUH menu needed to present different choice and explain its ingredients, it also kitchen staff need to follow the standard recipes and production plan during the cooking process.

The study recommends that the hospital management should provide the necessary equipment and tools for the food production area to improve food quality. The kitchen should be designed according to the flow of food production and service systems. Food production operators should ensure that the receiving areas are equipped with various tools, i.e. adequate floor and table scales. Kitchen staff should ensure that food is issued according to a properly authorized requisition from the correct storeroom for the correct staff in the correct quantities at specified times during the day. Kitchen staff should have a production plan and food temperatures should be monitored and checked regularly during this phase.

Keywords: Hospital, Food, Egyptian, University.