Cases of Improving Medical Services 5: Canteen Management

During the epidemic prevention and control, our hospital strictly implemented the superior instructions, grasped the epidemic prevention and control as well as actively provided food services for medical staffs to relieve their worries.

**Measure:** Strengthen the management of the staff canteen during the epidemic period.

**Service Location:** Staff canteen

**Main approaches:** We strengthened the health monitoring and risk investigation of canteen staffs. We strictly disinfected the place and increase the frequency of key parts. Diners needed to line up to keep a certain distance. It is recommended to pack meals, and employees are encouraged to have meal at different times, and dining in a civilized manner in canteen. We concerned about the staffs “vegetable basket”, the canteen prepared vegetables and pork products every day and sold them to the staff at a fair price.

**Brief introduction**

1. **Strengthen health monitoring and do risk investigation.**

The staff of the cafeteria strictly implemented the daily temperature detection and health status reporting system. We restricted the scope of employee activities and reduced their contact with non-essential personnel. If any abnormality was found, we followed up and verified in time and took emergency measures.

2. **Strictly disinfect the place and increase the frequency of disinfection.**

The canteen floor was disinfected with a chlorine-containing preparation with a
concentration of 1000PPM twice a day. For parts with frequent hand contact, such as table surfaces, curtains, door handles, etc., 75% alcohol was used to spray disinfection before meal open and after the employee’s meal.

3. Advocate civilized dining, and have meals at different times.

In principle, it is recommended to pack the meals back to the department for dining. In order to avoid risk transfer to uncontrollable places, for those who do not have the dining conditions for returning to the department, or the dining conditions are not as good as the canteen, it is recommended to take a table for one person to eat in the canteen. At present, warm reminders have been posted on each table at a prominent position. Originally four people were seated at a table, now one side of the seat was removed, and one of the two seats on the other side was taped to force a standardized and civilized meal.

Diners were often reminded to line up to keep a distance of 1 meter.

Gaozhi restaurant changed the way of serving, from self-service to meal-sharing system. Diners kept their distance and lined up to order dishes. Warm tips were posted in prominent locations in the cafeteria to notify widely.

For those who did not comply with the system, such as those who violated the regulations and wore work clothes to eat in the cafeteria, we took photos on the spot and sent them to the performance evaluation office for financial punishment.

4. Keep in mind the “vegetable basket” of employees while doing anti-epidemic work.
During the epidemic prevention and control period, the employees did not fear the hardships and dangers, faced the difficulties, worked overtime, and actively engaged in anti-epidemic work. The hospital leaders were very concerned about the work and life of our employees, and tried to solve the problem of the difficulty in buying vegetables during the epidemic. The social institution management division actively contacted the food raw material suppliers of the staff canteen, supplied more than ten kinds of fresh vegetables and soy products every day. After being praised by the employees, they communicated with the meat raw material suppliers, supplied nearly 13 varieties of fresh pork packaged with air daily. They made sure the ingredients are fresh and of good quality. During meal times, employees were open to purchase. It not only solved the problems of employees’ lives, but also controlled the risk of contact and infection, and has been praised by employees.
Corresponding regulations or information:

1. Investigation report on dining conditions in the canteen;
2. Reports and notices on the sale of vegetables and meat products;
3. Civilized dining notice;
4. The canteen disinfection regulation during the epidemic.

Photos:

1. Photos of seats marked with tips;

A warm reminder was posted at each table’s eye-catching position to advocate civilized dining during the epidemic period.

2. Photos of Gaozhi restaurant;

During the epidemic prevention and control period, the hospital’s Gaozhi restaurant changed its sales method from a buffet style to a meal-sharing system. The cafeteria staff kept a certain distance from the dining staff.
3. Photos of selling vegetables and meat products;

The hospital cared about the employees' vegetable basket. Fresh vegetables and high-quality meat have been supplied and available for employees to select and buy home every day at noon meal time.
4. Warm reminder photos at the table corner.

During the epidemic prevention and control period, the sixth hospital advocated civilized dining, dining at the different times, keeping a certain distance between the dining staffs and eating at one table per person.