Cases of Improving Medical Services 6: Food Delivery

During the epidemic prevention and control period, our hospital strictly implemented the superior instructions, grasped the epidemic prevention and control as well as carefully carried out the isolation observation on the personnel returning to Shanghai, especially for the students returned to Shanghai. The logistics department meticulously prepared for food so the students could eat with confidence and enjoyment.

Measure: Provide food for isolated students

Service Location: Isolation area

Main approaches: We took the lead in multi-party coordination and built a service network to avoid link errors. According to the taste and quantity of young people, we formulated recipes in advance, carefully matched them, made elaborately, and cook colorful, fragrant, delicious, and full-scale meals. We did enthusiastic service, dedicated delivery, and heat preservation throughout the process to allow isolated students feel the warmth from our organization.

Brief introduction:

1. Led multi-party coordination and built a service network.

There were many students returned to Shanghai for isolation, and the original four-person dormitory can only accommodate one person, so the hospital decided to sterilize the entire north ward and arranged for the students to live. There were many isolation points, such as aerospace apartments outside the hospital, building 10, 14 and wards in the north district. The number of quarantined students changed every day, and students came from all over the country with different dietary tastes. Management guarantee involved the cooperation of
logistics department, tertiary industry, science and education office etc. Without a reasonable management plan and work flow, work will inevitably lead to errors. The Logistics Social Institution Management Section took the initiative, dared to act, and took the lead in multi-party coordination. Identified the responsible person for each department, each isolation areas and each working link, and built a network for the isolation and management of students. Each responsible person was a node in the network, maintaining close contact with each node and communicating in a timely manner to ensure that the information was correct and the work was smooth.

2. Colors, fragrances, tastes were all available, so it's not difficult to be delicious.

The quality and quantity of meals were the basis of student satisfaction. The students were young people, and the amount of meals was relatively large. The staffs of the cafeteria added a lot of meals easy to company with rice when formulating the recipes, and the portions of the meals were fully guaranteed. Taste was the key. Students came from different regions of the country, they had different dietary tastes, sour and sweet and different requirements. According to the opinions of all parties, the staffs combined the characteristics of the young people's tastes and made a reasonable match to strive for full coverage of the tastes. At the same time, different tastes were "rotated" to allow students to eat crispy fried chicken, spicy dishes and hometown taste. Nutrition was essential. While considering the amount of meals of the young people and the tastes of different regions, we also considered color matching and nutritional balance. The people can not only eat full but also eat well. Nutrition must keep up, and immunity must be enhanced to better fight the epidemic. Logistics management personnel reviewed the cost accounting of single dishes in advance, gathered opinions from all parties, fully considered the factors such as taste, color, nutrition, and portion, and formulated recipes in the WeChat work group for everyone to discuss and modify and try to make students eat with satisfactorily. Some students joked that the food is so good that they will certainly gain weight. Especially they did not want to leave when the isolation period is over.

3. Dedicated delivery, keeping the food warm throughout.

The logistics department provided attentive service and fine guarantee. Due to the number of isolation points, each point was assigned a dedicated person to deliver meals. We strengthened the education of the responsibility of the delivery personnel, requested that the meals must be picked up on time and delivered to the isolation point in time, and the handover of the delivery process should be strengthened. In order to ensure that students can eat hot and delicious meals, there were incubators to place meals throughout the
delivery. We allowed the isolated students to feel the care of the organization and the care of the leaders from every detail during this special period.

4. Adhere to high standards and strict requirements, strive for zero mistake and zero error.

Logistic work was intricate, trivial, complicated and specific. A little carelessness will easily made mistakes. On one occasion, the logistics management office obtained information that some quarantined students did not receive meals and ate instant noodles. We immediately organized personnel to carry out investigations to clarify the wrong link and avoid making further mistakes. Later, it was found that a student who returned to school early did not apply for a meal reservation. In fact, the cafeteria had an emergency plan for temporarily increasing the number of meals.

At the beginning of the guarantee, due to the different styles of the packing box, the meals were packed separately. The rice at each isolation point was packed together, and the dishes were packed separately. The reception staff at the isolation point reported that it was inconvenient to swipe the access control card and divide meals. Demand was the order. In the absence of many suppliers, the logistics department tried to purchase a batch of food and packaging boxes through various channels. At the same time, the amount of meals in the old and new packaging boxes were compared and recorded on site to ensure that the amount of meals was not reduced. There were many details of similar work, all of which witness the carefulness and thoughtfulness of the logistics personnel, and the high standards and strict requirements for the work.

Logistics work was a service guarantee, involving all aspects of work and life, and had strong sensitivity. In the Internet age, a mistake can have a great social impact on hospitals and schools. Starting from the overall situation of anti-epidemic disease, based on caring for students, the logistics department strictly and carefully grasped the implementation of the work, and strived for zero mistakes to satisfy students and hospitals.

Corresponding regulations or information:
- Food Delivery Process
Photos:

1. Boxed lunch set

Hospital logistics staff fully considered factors such as taste, nutrition, color, and portion size, and carefully mixes them to produce delicious meals for isolated students.
2. Food delivery

The logistics department provided dedicated services and strengthened the education of the responsible personnel of the delivery personnel. It is required that the meals must be picked up on time and delivered to the isolation point in time to enhance the handover of delivery.
In order to ensure that students can eat hot and delicious meals, the logistics department carefully guaranteed and attentively served. Insulation boxes were used to place meals throughout the delivery. We allowed isolated students to feel the care of the organization and the care of leaders from every detail.