

Special Topics

T11.1**Patient Catering and Laundry Services Management in Hospital Authority****10:45 Room 221****Food Safety Management System in Pamela Youde Nethersole Eastern Hospital***Li H**Hong Kong East Cluster, Hospital Authority, Hong Kong*

Pamela Youde Nethersole Eastern Hospital (PYNEH) operates a Central Production Unit (CPU) with a staff of 70 full-time equivalents (FTE). The annual output of 1,800,000kg feeds patients from nine hospitals in the Hospital Authority (HA). With a floor area of approximately 2000m², it is one of the largest CPU in the HA.

The CPU was built in the mid-90s with workflow and processes designed according to the concept of Hazard Analysis Critical Control Point (HACCP). The service was once certified under ISO 9000. As time went by, the safety awareness among CPU staff had been diminishing when attention had been shifted to other priorities including cost control and environmental protection. Ageing equipment aggravated the situation when staff had to compromise their practices to cope with the declining performance of the equipment.

A few incidents involving food safety rang the bell. The department management took an initiative to review the entire workflow and implement a new Food Safety Management System. There is a defined governance structure with a Food Safety Policy. Quality and safety controls at the Critical Points (CCP) are identified. Prerequisite programmes (PRP) with appropriate facilities and equipment harness the infrastructure for production of safe food. Traceability of the food has been enhanced under a documented system and continuous improvement is possible through auditing and staff training.

Designing a new system is no challenging work compared to the efforts of implementation. It is a cultural change especially when the staff members are expected to change their work habits. Some changes might be perceived as unnecessary or inefficient by the staff but they are critical to food safety. Staff engagement is the key to success. Like any safety management system in the hospital, the Food Safety Management System complements total patient safety.