

# **DIVISION SCOPE OF SERVICE**

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| <b>Division:</b> CAPITAL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Classification:</b> NON-CLINICAL NUTRITIONAL SERVICES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Applicant Name:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <p><b>Non-Clinical Nutritional Services:</b><br/>The Non-Clinical Nutritional Services must have equivalent qualifications, competence and function in the same role as employed individuals performing the same or similar services at the facility, as defined by facility job description.</p> <p><b>Definition of Care or Service:</b><br/>The Non-Clinical Nutritional Services engages customers and patients by greeting them and offering assistance with products, services and any special needs.</p> <ul style="list-style-type: none"> <li>• Delivers food / beverage requests or supplies to the assigned area / patient and ensures all areas are clean, sanitized and organized. Resolves customer issues and answers questions to ensure a positive customer experience.</li> <li>• Models and shares customer service best practices with all team members to deliver a distinctive and delightful customer experience, including interpersonal habits (e.g. greeting, eye contact, courtesy, etc) and employer service traits (e.g. offering help proactively, identifying needs, servicing until satisfied, etc)</li> <li>• Documents all information necessary to process paperwork (e.g. delivery receipts, customer identification numbers, etc.). Collects and records cash, checks, charges or forms received, and follows proper policies for receipt of these items by issuing receipts, tickets or recording in appropriate manner.</li> <li>• Prepares and/or handles food in accordance with current applicable federal, state and company standards, guidelines and regulations to ensure high-quality food service is provided. May operate a variety of kitchen utensils to weigh, measure, mix, wash, peel, cut, grind, stir, strain, seasons and kneed food products for cooking, serving and storing.</li> <li>• Sanitizes, Washes and Dries work area, utensil's, pots, pans, dishes, etc. in accordance with Departmental Policies and Procedures</li> <li>• Based on assigned duties, performs inventory functions to include preparing purchase orders, etc.</li> <li>• Based on assigned duties, prepares dietary information of foods for hospital patients to include examining diet orders and menus and processing new diets and changes as required.</li> <li>• Develops and maintains good relationships with the hospital community, including physicians, nurses, and other health care providers to improve communications and service</li> <li>• Communicates to manager and hospital staff and maintains on route documentation for any questions, concerns, or complaints from patients or hospital staff</li> <li>• Complies with all company and hospital policies and procedures to include code of conduct; maintains respectful relationships with coworkers</li> <li>• Demonstrates Service Excellence behaviors to include code of HCA conduct core fundamentals in daily interactions with patients, families, co-workers and physicians</li> </ul> <p><b>Setting(s):</b></p> <ul style="list-style-type: none"> <li>• Healthcare facilities including hospitals</li> </ul> <p><b>Supervision:</b></p> <ul style="list-style-type: none"> <li>• Direct supervision by department manager or designee</li> </ul> |



## DIVISION SCOPE OF SERVICE

- Indirect supervision dietitians and nursing staff
- Supervision is defined by any limitations in practice that may be addressed by state law

**Evaluator:** Contracted Nutritional Services Director with hospital management staff input

**Tier Level:** 2

**Qualifications:**

- High school graduate or GED
- Food Handler's permit or evidence of food handling training on skills checklist

**NOTE:** Where education may not be defined in qualifications area of the Scope, HCA requires the highest level of education completed (not training or courses) confirmed on your background check.

**State Requirements:**

- N/A

**Experience:**

- N/A

**Preferred Experience:**

- One year experience in a hospital or nursing home setting, with proficiency in math skills (counting, measuring, weighing), computer skills, and inventory control preferred

**Competencies:**

The Non-Clinical Nutritional Services will demonstrate:

- Safe and effective preparation and delivery of food / beverage items
  - Maintains quality of preparation and delivery services
  - Demonstrates effective infection control practices related to preparation and delivery of food
- Accurate patient information review and evaluation
  - Uses at least two ways to identify patients before delivery
  - Verifies that the requested food / beverage correlates with the patient's physician order
  - Participates in the pre-delivery process to verify that the correct food / beverage item is for the correct patient. Involves the patient in the verification process when possible
  - Coordinates information on delivery with hospital staff
  - Documents the food delivery and communicates same to hospital staff
- Provides patient service during the preparation and meal delivery
  - Accesses, monitors and maintains the patient's information needs related to food preparation specified for the patient and ensures that the delivery is made to the correct patient
  - Participates in delivery communication with the other members of the patient's healthcare team to ensure that food is prepared according to the portion and diet ordered
  - Notifies the appropriate health provider when immediate intervention is necessary, based on patient or family request
    - Recognizes the need for an urgent report and takes appropriate action
    - Utilizes the facility emergency response team appropriately
- Infection Prevention
  - Practices consistent hand hygiene
  - Uses personal protective equipment (PPE)
  - Complies with Isolation precautions
  - Required immunizations per Division requirement

**References:**

- N/A



## DIVISION SCOPE OF SERVICE

**Document Control:**

- Created 1/30/2018
- Cosmetic updates 5/1/2020

**Your signature confirms you will be able to comply with the Qualifications and Competencies listed within this Scope of Service and that you will confirm education via your background check.**

**Applicant Printed Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_