Hospital Food Service and Clinical Nutrition Services Management Course: Diet Orders and Trays

22 – 26 March 2027
Dubai - Five-star CBD venue



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Ref: 1630_25883 **Date:** 22 – 26 March 2027 **Location:** Dubai - Five-star CBD venue **Fees:** 19500 SAR

Introduction:

Hospital food service and clinical nutrition services management is a 1-week course for patient catering, diet office and catering contract teams, ending with a Patient Food Service Improvement Plan. Many hospitals lose control between diet order and bedside, as late diet changes miss the tray line and texture-modified or allergen-free meals reach the wrong patient. Nominees already supervise patient meal production, diet office routines or catering contracts, and the course is taught through case studies on hospital menu and tray data. CoreConcept Training Center delivers this hospital food service course.

Course Objectives:

- Map the diet order pathway from admission to ward pantry and set diet office cut-off times for census and diet changes
- Design a therapeutic menu cycle that extends the standard patient menu to modified, texture-graded and allergen-controlled diets
- Organise patient meal production and tray line assembly so that every tray matches its diet order before leaving the kitchen
- Apply HACCP principles to hospital kitchens, tray lines and ward pantries and control allergen and texture cross-contact
- Monitor outsourced catering contracts against service level agreements and calculate food cost per patient day
- Prepare a Patient Food Service Improvement Plan with baseline measures for a case hospital

Target Audience:

- Managers responsible for hospital patient catering and kitchen production
- Supervisors who run diet offices, diet lists and patient menu ordering
- Clinical nutrition department administrators who oversee therapeutic diet services and staffing
- Support services managers accountable for ward food delivery and pantry operations
- Contract managers who monitor outsourced catering providers and their service levels

Course Outline:

Day 1: Inpatient Food Service Models and the Diet Order Pathway

- Inpatient Food Service Operating Models Centralised Versus Decentralised
- Diet Order Pathway From Admission to Ward Pantry
- Diet Office Routines for Census, Changes and Cut-Off Times
- Patient Meal Ordering Methods Including Bedside and Electronic Menus
- Cost per Patient Day and Plate Waste Baseline Assessment

Day 2: Therapeutic Menu Design, Diet Manuals and Texture Levels

- Hospital Diet Manual Structure and Therapeutic Diet Nomenclature
- Menu Cycle Length Planning for Short and Long Stays
- Therapeutic Menu Extension From the Standard Patient Menu
- IDDSI Framework Levels for Texture-Modified Foods and Thickened Drinks
- Allergen Matrix for Major Allergen Groups Across Menu Items

Day 3: Patient Meal Production and Tray Line Operations

- Cook-Serve and Cook-Chill Production System Selection
- Production Forecasting Sheets Based on Ward Census Data
- Tray Line Layout, Belt Speed and Station Staffing
- Tray Ticket Verification Against Diet Orders and Texture Codes
- Ward Delivery Using Heated Trolleys and Bulk Plating

Day 4: Food Safety, Diet Errors and Catering Contract Control

- HACCP Seven Principles Applied to Hospital Kitchens
- Ward Pantry Hygiene, Food Holding and Patient Food Storage
- Tray Accuracy Audits and Diet Error Root Cause Review
- Allergen and Texture Cross-Contact Controls in Shared Production
- Outsourced Catering Service Level Agreements and Penalty Clauses

Day 5: Case Study and Patient Food Service Improvement Plan

- Case Hospital Diet Order and Tray Accuracy Data Review
- Therapeutic Menu Cycle Gap Analysis for the Case Hospital
- HACCP Plan Review for the Case Tray Line
- Catering Contract Performance Scorecard With Service Level Targets
- Patient Food Service Improvement Plan Completion and Panel Review

Skills You Will Gain:

- Diet Order Workflow Control
- Therapeutic Menu Cycle Design
- Texture-Modified Diet Coding
- Allergen Matrix Management
- Tray Line Supervision
- Hospital Kitchen HACCP Planning
- Catering Contract Monitoring
- Patient Day Food Costing

Why Attend This Course:

- Deliver a Patient Food Service Improvement Plan to the head of clinical nutrition and the support services director
- Decide which diet order cut-off times, tray checks and menu extensions to change first
- Avoid diet errors, allergen incidents and unmeasured catering contract payments that harm patients and budgets
- Brief diet office clerks, tray line staff and ward hosts on revised checks and texture codes

Conclusion:

Back at work, the participant gives the head of clinical nutrition, the support services director and the catering contract manager a Patient Food Service Improvement Plan for their own hospital. These managers use it to decide which diet order cut-off times, therapeutic menu extensions and tray line checks to change first, and which service levels to enforce or renegotiate with the caterer. After the first full menu cycle under the plan, the unit should compare tray accuracy, diet errors, plate waste and cost per patient day with the baseline and revise its priorities.

Frequently Asked Questions FAQ:

What should participants know before a hospital food service and clinical nutrition services management course?

Participants should already supervise patient meal production, a diet office, ward food service or a catering contract. Bringing an anonymised diet list, tray audit, menu cycle or contract schedule from their own hospital makes the case work closer to daily practice.

How does hospital food service and clinical nutrition services management differ from a culinary nutrition or general hospital operations course?

It manages the chain from diet order to patient tray: diet office, therapeutic menus, tray accuracy, food safety and catering contracts. Culinary nutrition courses teach chefs recipe reformulation, and hospital operations courses cover beds, theatres and patient flow.

Why does tray accuracy matter in hospital food service and clinical nutrition services management?

Tray accuracy decides whether each patient receives the diet, texture and allergen controls the clinical team ordered. A wrong tray can expose a patient to an allergen or a swallowing risk, so diet offices check trays against orders before they leave the kitchen.

What do participants take back from a hospital food service and clinical nutrition services management course?

Participants take back a Patient Food Service Improvement Plan covering diet order routines, therapeutic menu gaps, tray line checks, HACCP points and contract service levels, with baseline measures for tray accuracy, plate waste and cost per patient day.