

HEALTHCARE / OPERATING SCOPE

Healthcare Foodservice Management: Provider Scope Checklist

Start a healthcare foodservice provider search by separating patient dining, public retail, staff meals, and catering. Give each its own schedule, volumes, operating responsibilities, and internal decision owners.

01 Map each service stream.

Document where meals are prepared, ordered, delivered, served, and cleared. Distinguish patient meal counts from retail transactions and employee meals. Explain peak periods and coverage needs rather than giving one combined "people served" figure.

02 Bring the responsible teams into the scope.

Your organization's clinical nutrition, operations, infection prevention, facilities, procurement, and technology teams should define and review the requirements within their responsibilities. This guide organizes the buying conversation and does not prescribe clinical practice or diet standards.

- Who defines and approves therapeutic diet and nutrition requirements?
- How are relevant orders, changes, and exceptions communicated to dining operations?
- What systems need to connect, and who approves access and testing?
- Which services must remain available during interruptions?
- Who handles staffing, equipment, cleaning, and issue escalation?

03 Ask for service-specific staffing and pricing.

A combined fee can obscure which functions it includes. Request separate assumptions for each service stream, with common costs identified and allocated transparently. Ask which costs vary with census, meals, retail activity, service hours, or staffing requirements.

04 Evaluate operational fit.

Request relevant experience, the proposed local leadership structure, coverage plans, implementation dependencies, and reporting definitions. Ask the provider to explain how it would work with your responsible internal teams and to identify any requirement it cannot yet confirm.

05 Prepare the first conversation.

Bring a service map, your best volume data, the intended decision window, and the unresolved responsibilities. Keep patient-specific information out of the planning brief. The builder produces a general operating brief you can review before contacting DiningScope.

Put your next decision in focus.

Request a free project review at diningscope.com/contact/