CONCEPT NOTE FOR MANAGEMENT OF MEALS AND ATTENDANCE MANAGEMENT SYSTEM TO DUTY IN MULAGO SPECIALIZED WOMEN & NEONATAL HOSPITAL

Mulago specialized Women & Neonatal Hospital is a 450-bed hospital located on Owen Road, Mulago hill offering super specialized health care in Obstetrics, Gynecology and Neonatology. The hospital runs a 24-hour basis. Services are for both out patients and inpatients.

The hospital hosts approximately 400 Staff per day including both clinical and support staff. This is inclusive of staff from Makerere University College of Health Sciences and Senior House Officers

As a way of motivating its staff, Management contracted a company to provide meals to staff on duty. The meals include break tea, lunch, and other refreshments served on request during meeting and trainings. The meals are served with a rich menu based on advice of dietician. An average of 250 people is served per day

Meals are served at the cafeteria under the supervision of the Head of Catering. Each person who is served a meal is required to register in a book, or on a paper. This information is used for invoicing at the end of each month

While executing this policy, a number of gaps were identified in the system of service as detailed below;

1. A good number of wrongful people would consume the meals since there is no proper system of identifying the rightful beneficiaries
2. People who are not on duty sometimes come specifically to eat the food served, not to attend to duty.
3. Invoicing is done manually hence it is not very effective
4. Invoicing at the end of the month cannot be done efficiently since compilation of total number of people served based on records on paper or books is cumbersome
5. A lot of invoicing information is left out because in most cases is left out because in most cases senior officers shun a way from registering after consuming a meal
6. The weak system of identifying beneficiaries of meals attracts loiters as they wait to partake from the meal
7. Duty rosters that are submitted to guide preparation and service of meals sometimes do not reflect the actual picture on the ground
8. Estimates of number of people for whom to prepare a meal are many times erroneous because they are based on adhoc data

In order to improve efficiency and accountability ad ensure that the rightful staff enjoy the meals provided, and that people comply with the duty time, it has been deemed

necessary to put in place a system that efficiently identifies beneficiaries and ensure adherence to duty schedules

Hence there is a need to customize clock coupon. The clock in Machine should have enough memory to keep utilization records for one month so that it is used as a basis for invoicing. This will help to harmonize records of the client and those of the contractor

The contractor should be able to invoice based on the coupons collected at the time of serving while the client should be able to cross the check using the data stored in the clock in Machines

The customized printout should have the following features;

I.   Name of the facility
II. Name and position of the bearer
III. Time of the clock in

The system should do the following

I.   Issue one ticket per person per day
II. Automatically issue a ticket only to people who clock in by 9am for the day shift and 9pm for the night shift
III. No ticket should be issued beyond the reporting time

The tickets shall be the basis of billing for meals provided to staff

Staff without coupons must not be served meals