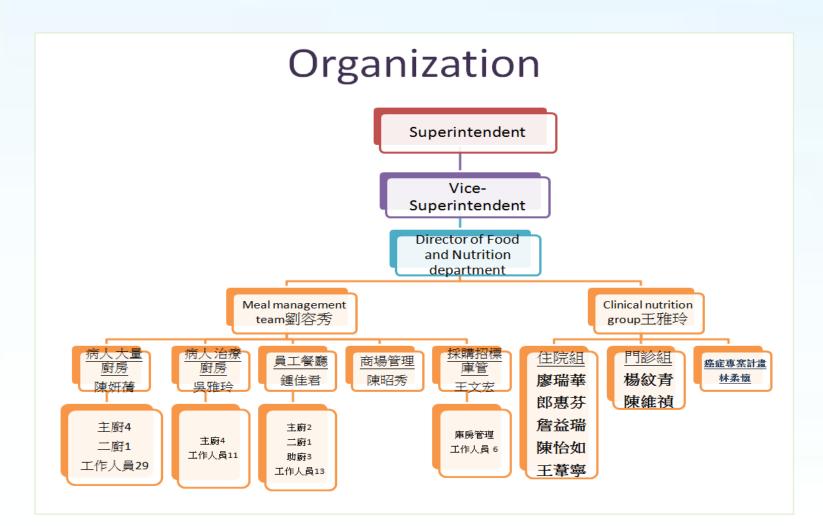
Use the Balanced Scorecard to lead the nutrition department of a Medical Center towards excellence

Hsieh Hui Min¹. Liu Rong Xiu¹. Wang Ya Ling¹. Sheu Wayne² 1 The Food and Nutrition Department of Taichung Veterans General Hospital in Taiwan. 2 Superintendent's office of Taichung Veterans General Hospital in Taiwan



Introduction

Taichung Veterans General Hospital is the Medical Center in Central Taiwan. The employs of nutrition department are 100, including 16 nutritionists.

The tasks of nutrition department are inpatient nutritional care, outpatient consultation, dietary supply management, community nutrition education, teaching research, quality promotion.

The kitchen of Hospital through HACCP assessment.

Vision

Become an outstanding nutrition care team in Taiwan before 2023 Strategy

Intelligent management, inter-disciplinary cooperation, and creating value together

short term (2018-2019) Medium term (2020-2021)

Long term (2022-2023)

• 1. Teaching and training center

• 2. Geriatric nutrition care model

- 1.Intelligent infrastructure
- 2.Lean process design
- 3.Improve the outpatient nutrition consultation rate(70%)
- 4.Improve the quality of inpatient care
- 5. Diversified nutrition marketing
- 6.Core competence development
- 1.Improve teacher license ratio40% • 2.Increase the number of research publications 10%
- 3.Establish a nutrition management system

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證明書

經核與「餐飲業食品安全管制系統衛生評鑑申請注意事項」

一、廠 商:臺中榮民總醫院營養室廚房

四、餐飲類型及範圍:餐飲服務業

五、最大生產量:3,900 餐食份/日

三、負責人姓名:許惠恒

臺中市政府衛生局

二、地 址:臺中市西屯區臺灣大道四段1650號

衛生福利部食品藥物管理署 授證

主題:跨領域圍隊合作教學劍造三贏

服務單位:臺中榮民總醫院營養室

『壁報發表組-教學技能』優等

營養品質促進專案發表

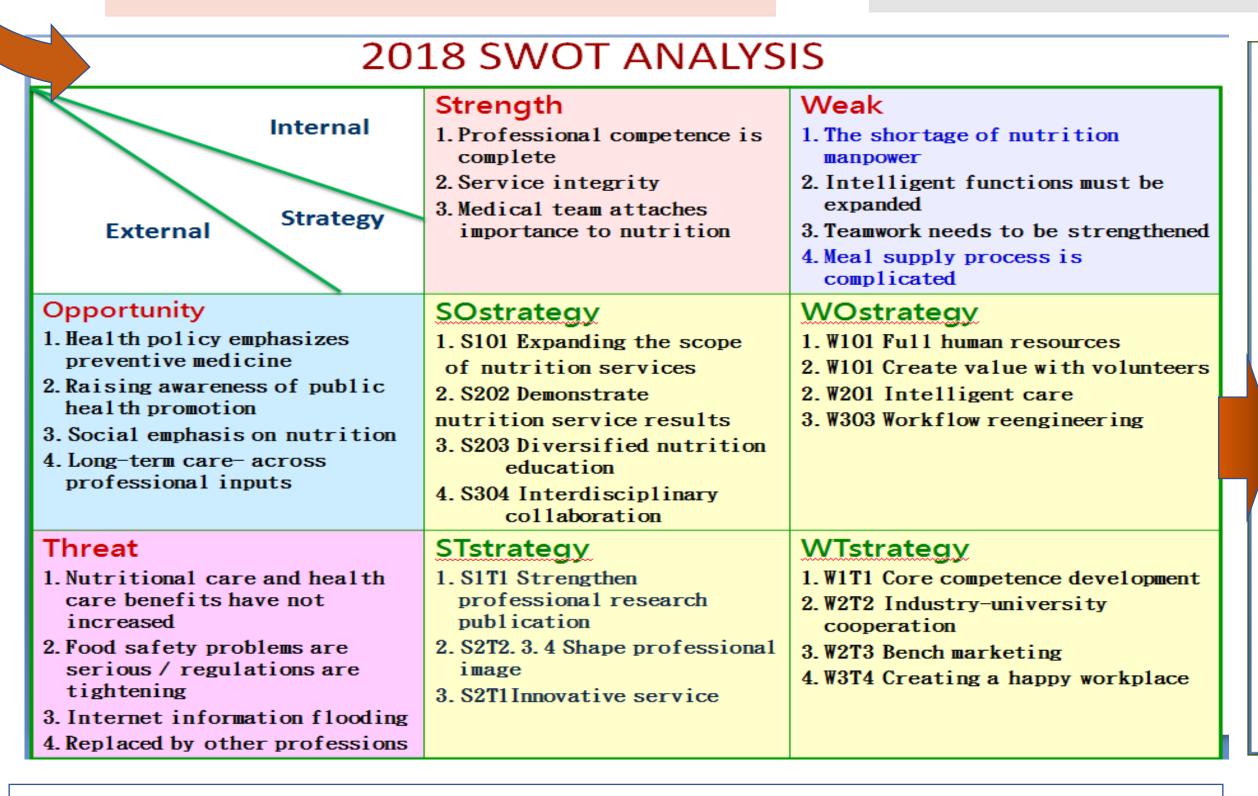
特須獎狀,以茲鼓勵

中華民國營養師公會全國聯合領

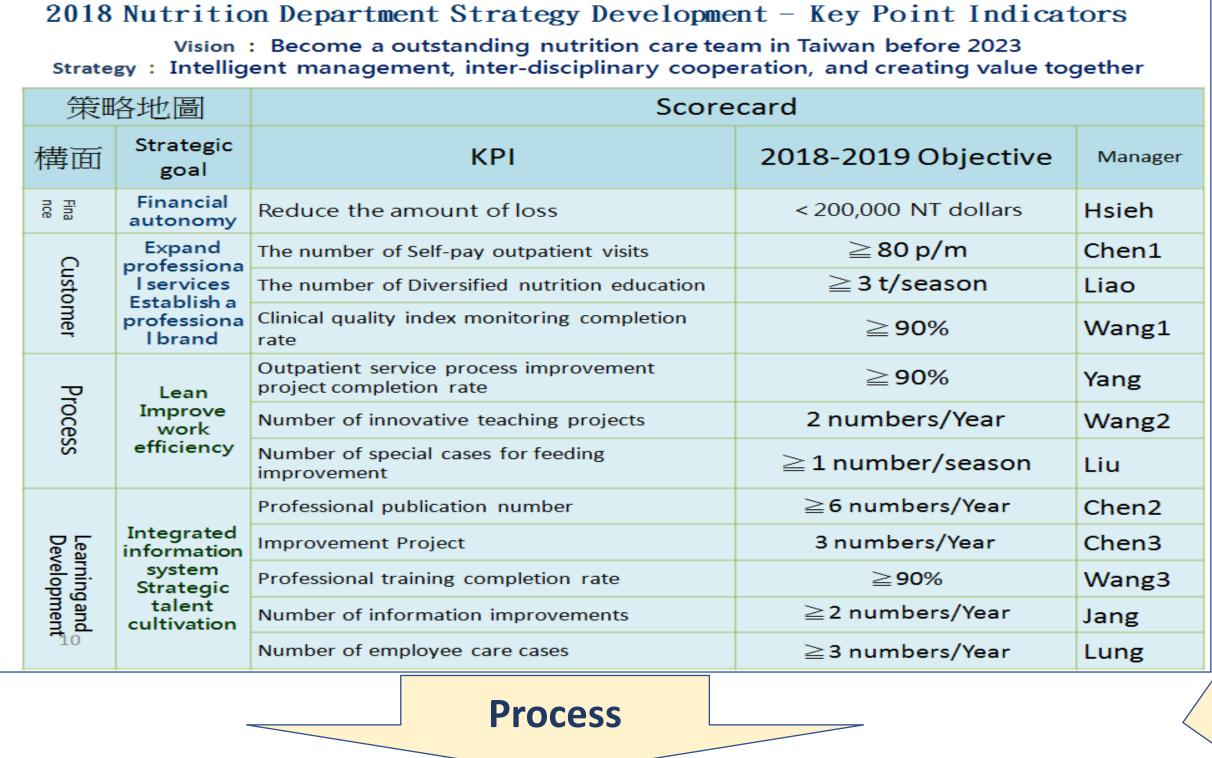
代表人:王鏊字、謝惠敏、楊妹鳳 營養師 榮獲

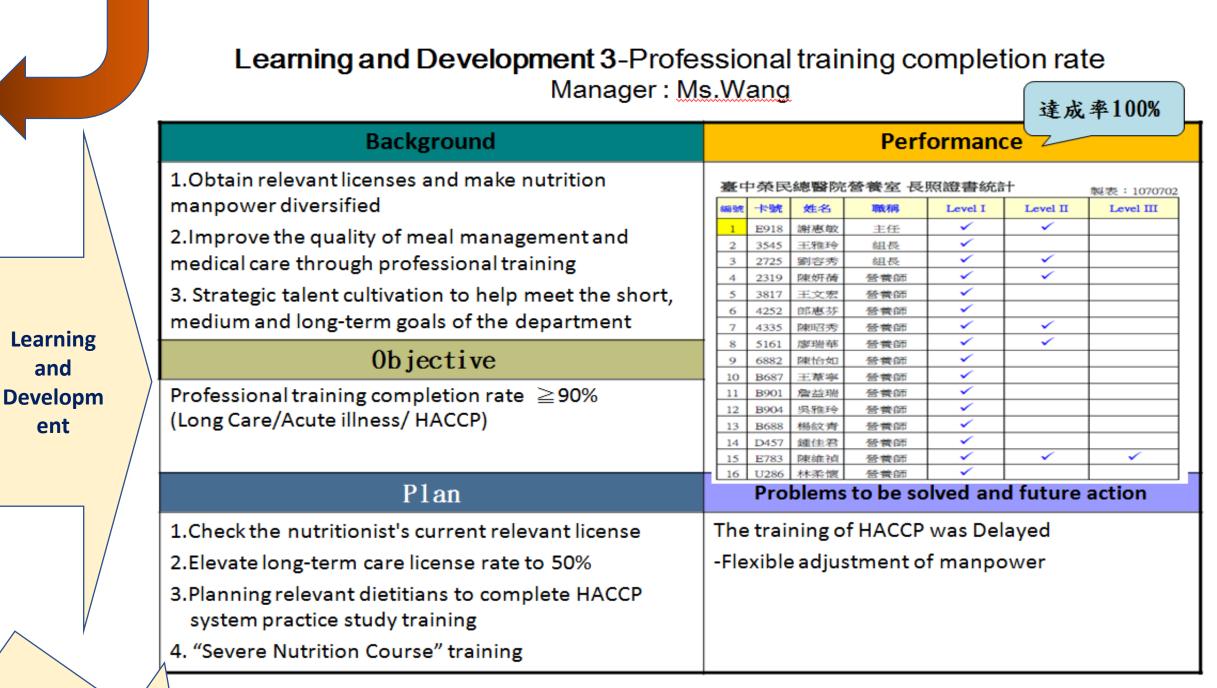
- 4.Complete hospital evaluation
- 5.Intelligent management

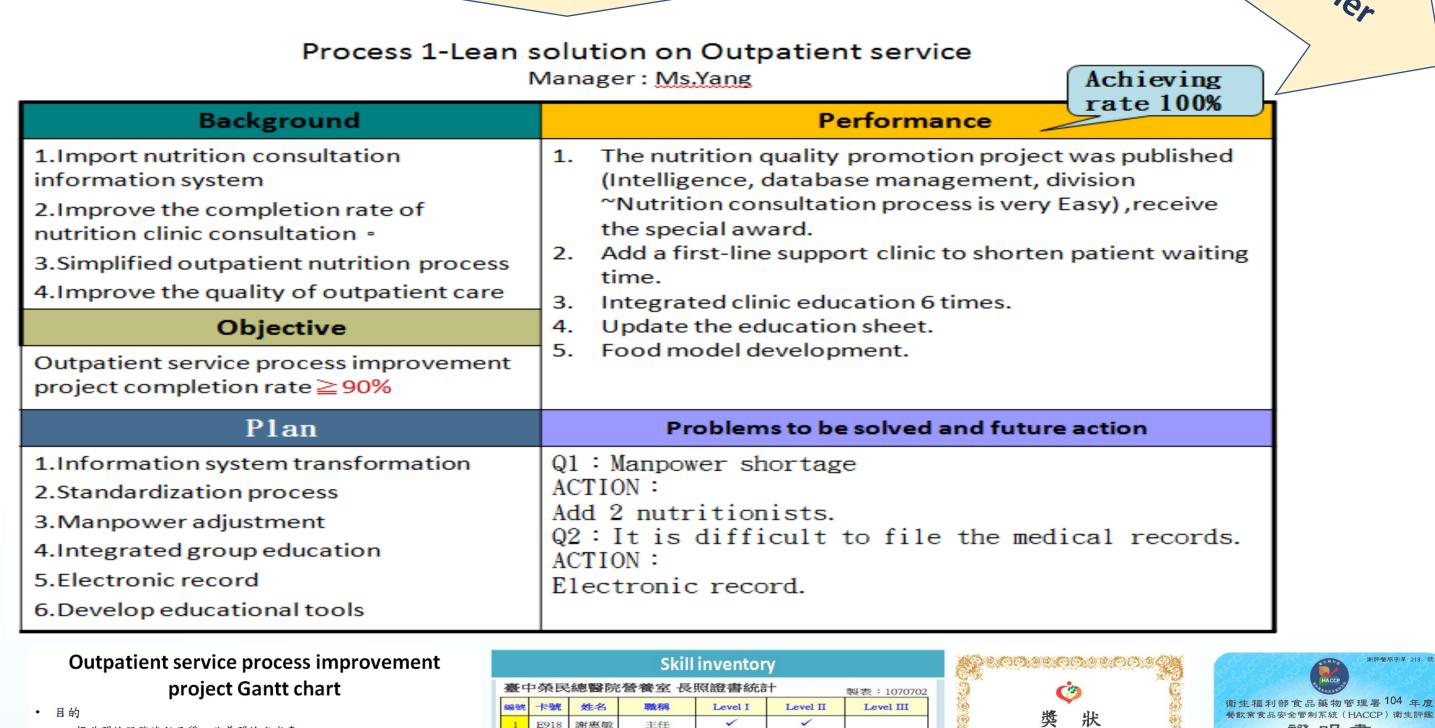












謝惠敏

劉容秀

陳怡如

王葦寧

主任

組長

營養師

營養師

營養師

營養師

Customer1- Elevate service value Manager: Ms.Cheng	
Background	Performance rate 82%
 Expand nutrition professional services Preventive Medicine. Improve the value of dietitians. Link regional hospitals, clinics, and communities to achieve full-body nutrition care. 	1. Complete preliminary information system implementation at 107.5 2. Complete 80% of the education leaflet design. 3.
Objective The number of Self-pay outpatient ≥80/M	の 十
Plan	Problems to be solved and future action
 System construction. Teaching material production. Various disciplines cooperation. Multi-marketing. 	Human and space issues Action: 1.Develop special self-finance consulting projects- Such as: weight control clinic. 2. Increase media exposure: ex. FB. 3. Open network appointment registration. 4. Combine with the cloud platform to create an outpatient consultation line.



- 提升門診服務流程品質、改善門診完成率

• 門診服務流程改善專案甘特圖

門診服務流程改善專案

門診營養諮詢系統改造

門診團衛流程簡化/整合團衛

For the first time, the Nutrition Department used the Balanced Scorecard as a departmental strategy management tool. Continuous education and training allowed staff to understand the department's vision and future direction. Through strategic maps, the people would be in the same direction, work together, and focus on the strategy to achieve the vision.