

DEVELOPMENT OF TOOLS FOR EVALUATING THE CONTRACT MANAGEMENT PROGRAM

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Abstract

One of the cost-containment strategies in health care facilities in Taiwan is to contract out or partially contract out their foodservice. Foodservice dietitians oversee the process of selecting the foodservice management companies and the drafting of contracts, and supervise the performance of the companies. Some useful tools for evaluating the contract management programs are the implementation of the contracts, customer satisfaction studies, and growth in operating revenue.

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