Manual M-1, Operations. Part V, Performance Standards

Chapter 4, Dietetic Service (Sections I and II (Paragraphs 4.01 through 4.06); Figure 4.1)

Rescinds earlier versions of Chapter 4

This document includes:

Title page and title page verso for M-1, Part V, dated July 1, 1959
Rescissions page for M1, Part V, dated October 12, 1961 (Change 3)

Contents page for Chapter 4, dated October 11, 1974 (Change 21)
Text for Chapter 4, dated October 11, 1974 (Change 21)
Figure 4.1, dated October 11, 1974 (Change 21)

Transmittal sheet located at the end of the document:
Sheet dated October 11, 1974

Change prior to 1974 also located at the end of the document:
Change 8, dated December 18, 1963
OPERATIONS

PART FIVE
PERFORMANCE STANDARDS

WASHINGTON 25, D.C.

JULY 1, 1959

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Chief Medical Director

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RESCISSIONS

The following material is rescinded:

1. COMPLETE RESCISSIONS

   a. Circulars
      10-184, 1958
      10-18, 1959
      10-231, 1959
      10-156, 1960
      [10-46, 1961]

   b. Interim Issues
      II 10-367

   c. Manuals
      Ch. 20, DM&S Manual M-1, pt. I
      Ch. li, DM&S Supplement, MP-li, Part I.
CHAPTER 4. DIETETIC SERVICE

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CHAPTER 4. DIETETIC SERVICE

SECTION I. DIETETIC SERVICE PERFORMANCE STANDARDS DATA

4.01 GENERAL

VA Form 10-2969-3, Worksheet—Dietetic Service Performance Standards, RCS 10-86, is the basic worksheet for assembling manpower data at station level necessary for analyzing employee performance, making any indicated adjustments in staff for improved manpower utilization, and for data input into AMIS (Automated Management Information System).

4.02 INSTRUCTIONS FOR PREPARATION OF VA FORM 10-2969-3, WORKSHEET—DIEETETIC SERVICE PERFORMANCE STANDARDS (SEE FIG. 4.1), AND VA FORM 10-2969 (AMIS), DIETETIC SERVICE CODE SHEET, SEGMENT 225, RCS 10-86

Instructions for preparing the worksheet, VA Form 10-2969-3, and the AMIS input document, VA Form 10-2969 (AMIS), Segment 225, RCS 10-86, are in MP-6, part VI, supplement No. 1.2, chapter 24, section 2403.00.

SECTION II. PERFORMANCE STANDARDS

4.03 GENERAL

Standards were established to be used as a management tool in guiding and controlling nonprofessional, nonclerical manpower utilization in Dietetic Service. The program offers a plan for relating on a continuous basis the volume of work produced to the manpower required to prepare and serve a ration. The objectives of the program are: To provide stations with a method of determining manpower requirements, data for scheduling for an even distribution of the workload and controlling and forecasting workload requirements; to provide a system for routinely reporting to management and for budgeting for manpower; to point out work areas where differences in performance exist and provide facts for evaluating reasons for the differences. The performance standards also serve as a guide for station supervisory personnel, Director, Field Operations, and Central Office program officials.

4.04 STANDARD MINUTES PER RATION

The following standards were based on the results of work measurement studies:

a. General Hospitals:

(1) 50.9 minutes per ration (if daily rations average 299 or less).

(2) 44.0 minutes per ration (if daily rations average 300 or more).

b. Psychiatric hospitals, psychiatric sections of hospitals, domiciliary, and domiciliary sections of centers: 29.4 minutes per ration.

4.05 ANALYSIS OF DATA

a. The daily worksheet, VA Form 10-2969-3, will be analyzed to determine if day-to-day variation in available minutes indicates a need for improvement in scheduling. The completed worksheet will be analyzed monthly to identify trends in workload and leave as well as to allow for a comparison of performance data from month to month.
b. If the attained minutes per ration for any one calendar month deviates widely from the standard, this will be considered an “out-of-line” situation.

c. Some stations may show consistently low percentages of effectiveness each month. These stations should make plans to approach the standard by improving communications, planning, scheduling, hiring part-time workers, staffing adjustments, using more efficient methods, installation of laborsaving equipment, and using convenience and convenient foods. If the percentage of effectiveness is extremely high, care should be taken to assure that this rate includes a full and complete dietary service to patients and the higher rate reflects effective scheduling, proper and adequate sanitation, methods, procedures, etc.

d. When the attached rate of effectiveness for any one calendar month deviates widely from the level attained during previous months, and the cause for the situation is not readily known, a detailed analysis will be made to provide effective remedial action.

4.06 RATE OF EFFECTIVENESS

The rate of effectiveness (conformance to standard) can be determined by each station monthly and quarterly. To obtain this rate, multiply the number of rations served during the report period by the applicable standard minutes per ration. Divide this product (“earned” minutes) by the available man minutes for the same period. The result of the above calculations should be expressed as a percentage. The following example may be used as a guide:

a. Step 1. 15,883 total rations (line 32, col. P) for the month, multiplied by 44.0 minutes per ration (since daily rations served average more than 300) equals 698,852 “earned” minutes for the month.

b. Step 2. 698,852 “earned” minutes divided by 656,520 available man minutes (line 32, col. O) equals 1.064 or 106 percent effectiveness.
## WORKSHEET -- DIETETIC SERVICE PERFORMANCE STANDARDS

### TIME OF ADMISSION

**DATE**

**DAILY PATIENTS**

**DAILY PATIENTS (GROUP OR SERVICE)**

**DAILY PATIENTS (7-DAY)**

**DAILY PATIENTS (30-DAY)**

**POTENTIAL HOURS PER DAILY PATIENT**

**DAYS OFF EXCEPTED**

**HOURS IN 30-DAY**

**HOURS IN AGGREGATE**

**HOURS NOT AVAILABLE (30-DAY)**

**HOURS NOT AVAILABLE (AGGREGATE)**

**TOTAL SCHEDULED HOURS**

**MINUTES PER PATIENT AND ENCOURAGEMENT MINUTES PER COACH**

**MINUTES PER PATIENT AND SCHEDULED MINUTES PER COACH**

**MEASURED EMPLOYEES**

| A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T |
|   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |

### NOTES

- The 'TIME OF ADMISSION' column is repeated for each row.
- The 'DAYS OFF EXCEPTED' column is calculated as 'HOURS - DAYS OFF.'
- The 'DAYS OFF' column is calculated as '30-DAY - HOURS.'
- The 'TOTAL SCHEDULED HOURS' column is calculated as 'HOURS + DAYS OFF.'

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**Figure 4.1. VA Form 10-2969-3, Worksheet--Dietetic Service Performance Standards**

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Man, Part VI

Change 21
Part V, "Performance Standards," VA Department of Medicine and Surgery Manual M-1, "Operations," is changed as indicated below:

NOTE: The purpose of this change is to insert a cross-reference to MP-6, part VI, supplement No. 1.2, which now includes instructions for compiling and reporting data.

Pages 4-i and 4-1 through 4-9: Remove these pages and substitute pages 4-i and 4-1 through 4-3 attached. (Ch. 4 revised.)

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NOTE: The purpose of this change is to incorporate the provisions of the former DM&S Circular 10-62-172, "Dietetic Service Performance Standards Data," and to include instructions for reporting performance standards data.

Page iii, paragraph 1a: Add "10-63-218".

Pages 4-1 through 4-9: Insert these pages attached. (Ch. 4 added.)

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