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HOSPITAL FOOD SERVICE QUALITY IMPROVEMENT QUESTIONNAIRE (HFSIQ): DEVELOPMENT, TRANSLATION AND VALIDATION OF A QUESTIONNAIRE (2023) Journal of Health and Translational Medicine, 26 (Special Issue 2), pp. 196-211.

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Abstract
The hospital food service department provides meals to staff, patients, and their caregivers while adhering to dietary therapy guidelines and promoting nutritional wellness. High-quality food service plays a pivotal role in offering inpatients nourishing meals that promote physical and mental well-being, aiding their recovery and overall health during their hospitalisation. This study aimed to develop and validate a tool for measuring and evaluating hospital food operations using the Total Quality Management approach. A literature review, in-depth interviews with food service employees, and a peer-review process were conducted to identify the domains and items for the questionnaire. A “Hospital Food Service Quality Improvement Questionnaire” (HFSIQ) with 61 items in six domains was developed and the content validation was performed by seven experts. The questionnaire was translated into Malay, and the internal consistency of the HFSIQ was examined using Cronbach’s alpha. Resultantly, the HFSIQ depicted high validity and reliability, with a high I-CVI and Kappa index rating for most items and a Cronbach alpha value of 0.97 and 0.98 for the importance and performance scales, respectively. In conclusion, the HFSIQ is a useful tool for evaluating and improving the quality of hospital food service operations. © 2023, Faculty of Medicine, University of Malaya. All rights reserved.

Author Keywords
Hospital Food Service; Quality Improvement; Questionnaire Development; Questionnaire Validation; Reliability; Total Quality Management

Index Keywords
article, Cronbach alpha coefficient, food service worker, hospital food service, human, human experiment, internal consistency, interview, peer review, questionnaire, reliability, total quality management, validity

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