

KentuckyOne Health

# Meeting Catering Program

February 2014

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## I. PURPOSE

To standardize the process, ensure quality, support healthy lifestyles and demonstrate stewardship by controlling the costs incurred by KentuckyOne Health for food provided at essential onsite KentuckyOne Health sponsored meetings.

## II. COMPLIANCE

Staff assigned the task of ordering catering for meetings will follow the KentuckyOne Health Program as outlined below. Compliance reporting will be communicated to Senior Leadership monthly.

## III. PROGRAM

A. Only **essential** meetings are eligible for **lunch** catering. The requesting department must have budgeted funds available to cover the food and refreshment expenses. Please see Section IV regarding more details for lunch meetings.

B. **Essential** meetings are defined as:

- Meetings of the Board of Directors and Board-related committees
- Meetings of the Executive Leadership (ex. PC, SAC, PLC)
- Meetings of Team Leaders
- Training Meetings
- Physician Committees and Medical Staff Meetings
- General Hospital Orientation and Clinical Orientation

Approval is required by a Department Leader for any non-essential meeting catering request.

C. Breakfast catering only for meetings **scheduled to begin prior to 8:00am.**

**EXAMPLE:**

**7:00am meeting start time, breakfast served 6:30-7:00am**

**7:30am meeting start time, breakfast served 7:00-7:30am**

This is to reduce spend and waste. Many hotels in the area offer breakfast for out of town meeting attendees.

**Exception: If Department Leader approves, breakfast may be ordered at their discretion based on attendees, or if the meeting includes out of town guests not associated with KentuckyOne Health.**

D. Requests for all catered events must be submitted at least 48 hours in advance. For large events, a greater lead time is strongly encouraged. Any catering requests not submitted within the specific time frame may receive a predefined menu as selected by the Nutritional Services Department. However, we are committed to meet the customer's expectations. All requests must include the leader name and title approving the order. Please note that many KentuckyOne

Health facilities utilize the CaterTrax online program to order a catering. If a facility does not use CaterTrax, please submit the request via the appropriate protocol.

- E. Quantities provided are the responsibility of the individual ordering and based upon the number of planned attendees including presenters, vendors and guests at the scheduled event time. Caterers from the Nutritional Services Department are to provide a predetermined serving size. In order to reduce waste, the number of attendees realistically expected should be submitted – no budgeting for “extras”.
- F. The Nutritional Services Department staff will be responsible for coordinating all setup and breakdown of catered events. If a facility does not have a Nutritional Services Department on site, then local practice will apply.
- G. Final invoices will be provided to the individual that placed the order via email (or other preferred method) if it is an external vendor that requested the catering. External vendors will be required to submit payment for the order prior to the date of requested catered event. External vendors are classified as:
  - \* **Pharmaceutical companies**
  - \* **Any organization not directly associated with KentuckyOne Health or CHI or group that does not have a cost center attached to group**
  - \* **Community groups**
- H. All expenses will be coded to the requesting department with the appropriate account code and will follow the designated inter-departmental accounting policy.
- I. In order to reduce waste and comply with our Healthy Spirit and Green Initiatives, bottled water and soft drinks are not provided as previously determined by the President’s Council. Beverages that are available will include coffee, juice, iced tea, lemonade and pitchers of water.
- J. It is required to use in-house Nutritional Services Departments for all catered events held at KentuckyOne Health Hospitals. If an exception is requested to utilize an external catering vendor, then the request must have the approval of senior leadership. For KentuckyOne Health facilities that do not have in-house Nutritional Services Departments, it is the responsibility of the individual ordering food and beverages to ensure that it has the consent of senior leadership.
- K. Items available to be served at catered events are listed on our catering menu.
- L. No alcohol is to be served at **any** catered event without advance approval from the designated department leader. Alcoholic beverage service is to be limited to beer and wine only for facilities that are appropriately licensed.

#### **IV. CATERED LUNCH MEETINGS**

##### **Level I Meeting: LIMITED**

Any meeting requiring food attended by KentuckyOne Health staff only where the meeting begins prior to and continues over the lunch hour of 12p-1p. Meetings include and are not limited to committee, departmental, educational and orientation meetings. Catering is to consist of sandwiches, salads and/or soups.

##### **Level II Meeting: EXPANDED**

Any meeting attended by at least one non-KentuckyOne Health affiliated person or KentuckyOne Health staff attending from a healthcare facility or entity and includes at least ten (10) or more people and food is required to accommodate attendance over the lunch period. Meetings include and are not limited to all day leadership, orientation, educational, kick-off (under 20 attendees) and strategy meetings.

##### **Level III Meeting: FULL**

Any meeting or function attended by executive level staff, volunteers and at least one non-KentuckyOne Health affiliated person where ten (10) or more are in attendance and the event is deemed as entertainment and food is required to assure attendance. Meetings include and are not limited to KentuckyOne Health Board Meetings; Committee Board Meetings; Strategic Acquisition Meetings; Partnership Meetings, Department excessive, approved, required overtime (example, finance month-end close, tax season, facility moves).

##### **Contracted Vendor Hosted Meetings:**

Contracted Vendors/Consultants are required to follow the same no soft drink/bottled water directives as set forth by the KentuckyOne Health Beverage Initiative.

#### **V. GRATUITY GUIDELINES**

If a catering is provided by an external vendor (if not located within a hospital), then providing a gratuity is optional. However, it is recommended if the delivery service meets or exceeds your requirements to provide the standard gratuity of 10-15%.

#### **VI. DEFINITIONS**

**Essential Business Meetings** – Specific to conducting business.

**KentuckyOne Health Staff:** Any KentuckyOne Health employee, MBO, JOA or Ancillary facility staff or any person associated with KentuckyOne Health including consultants and contracted employees.

**VII. \*\*NOT IN SCOPE**

1. Business Meals/Entertainment
  - Relationship Building
  - Offsite Restaurants
2. Event – Celebration
  - Large Kick-Off Meetings (20 or more)
  - Receptions
  - KentuckyOne Health Event
3. Pizza Delivery
  - Orders can be placed to a local favorite. Please code as meeting expense/catering in Concur on expense report. However, if this is requested within a KentuckyOne Health Hospital, it is encouraged that in-house catering services be utilized as the liaison for this request.