

CASE STUDY

Improve Intake, Reduce Waste, and Elevate the Patient Experience

The Bridge Patient Menu™ connects hospital care to home comfort, accommodating thirteen diverse diet types, including General Heart Healthy. It ensures every patient enjoys meals that are nutritious, flavorful, and satisfying. With The Bridge Patient Menu, patients experience the perfect balance of health and taste, tailored to their unique dietary needs.

Operational Analytics

- **Order Print to In-Cart:**
14.5 Minutes
- **In-Cart to Departed:**
11 Minutes
- **Departed to Delivery:**
12 Minutes



37-41 Minutes

Average meal
delivery time

\$4

Average
tray cost

14,534

Patients served
since roll-out

The Situation

The Bridge Patient Menu was developed using a liberalized diet approach, relaxing therapeutic diet restrictions to allow patients to enjoy typical foods. This approach aims to improve nutritional intake and decrease caloric intake while providing freedom and flexibility in food choices, maintaining a balanced and nutritious eating plan.

A liberalized diet can enhance a patient's overall health and quality of life by encouraging a wider range of nutrients, reducing malnutrition risk, and making mealtimes enjoyable. Implementing the new menu in Novi, Michigan, was supported by a Food and Nutrition team, including an Executive Chef, Patient Services Manager, and Clinical Nutrition Manager, ensuring proper maintenance post-implementation.

After approval by onsite physicians and the cardiology team, TouchPoint trained its culinary staff on Best Practices and Operational Standards. The menu's variety requires a restaurant-style approach, with the culinary team cross-trained to ensure consistent food quality and flavor profiles. The kitchen team worked hard to perfect the quality and presentation of these unique dishes.



This new menu is focused on providing a variety of recipes to our patients – recipes that they typically wouldn't find in a hospital setting – from homestyle classics to plant-forward recipes that incorporate herbs and spices from different regions of the world.

— Mayssoun Hamade, Vice President, Nutrition and Wellness, Touchpoint Support Services



Solutions & Impact

Since launching in May 2024, The Bridge Patient Menu program has excelled. TouchPoint's dietitians and on-site managers have witnessed increased oral meal intake from patients. Hospital staff has received praise from patients regarding the new menu, especially vegetarians, and noted a reduction in food waste.

Traditionally, patients called meal orders by phone, but The Bridge Patient Menu has alleviated the need for call center operators to police dietary parameters. Now, the call center team connects with patients, guiding them through the menu and building trust and compassion.

The Novi pilot adhered strictly to the program's requirements, successfully delivering a delicious and nutritious mealtime experience for patients while establishing a true representation of The Bridge Patient Menu and providing data for setting national standards.

Bring comfort, culture, and nutrition to every plate while improving intake, reducing waste, and elevating the patient experience.

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