touchpoint
SUPPORT SERVICES

Empowering Clinical Caregivers Through Integrated Technology and Support

TouchPoint Support Services has redefined how hospitals support their frontline caregivers by reducing burnout, improving patient outcomes, and streamlining hospital operations. Through integrated support services and innovative healthcare technology, TouchPoint empowers nurses and clinical caregivers to work at the top of their license so they can focus on delivering exceptional patient care.

24%
Of tasks could be delegated to support services every shift

70%
Of nurses choose patient care over self-care

$56,300
Average cost of turnover for a bedside RN

Transforming Caregiver Support

Nurses are the heartbeat of healthcare but growing administrative and non-clinical responsibilities are pulling them away from the patient's bedside. Tasks like documentation, supply management, patient transport, and observation – while essential – do not require clinical expertise. Left unaddressed, these responsibilities can lead to stress, inefficiency, and high turnover.

TouchPoint partners with hospitals to elevate the caregiver role. By identifying pain points and implementing targeted, scalable solutions, TouchPoint helps reduce the administrative burden, boost job satisfaction, and enhance patient care delivery. The result is more time at the bedside, improved clinical outcomes, and stronger hospital performance.

From Burden to Balance: Integrated Support Services

TouchPoint deploys a suite of services to relieve caregivers of non-clinical duties:

- **Food & Nutrition Services:** Chefs and clinical dietitians deliver meals that align with patient health goals.
- **Environmental Services:** High-standard cleaning ensures a safe, healing environment.
- **Patient Observation:** Safety attendants assist patients with behavioral needs, reducing nurse workload.
- **Patient Transportation:** Efficient movement across departments.
- **Laundry & Linen:** Timely delivery of clean linens enhances comfort and efficiency.

These services improve operational efficiency, giving caregivers more time to focus on clinical care.

Technology-Driven Efficiency

TouchPoint introduces advanced platforms to streamline communication and task management:

- **Web-Based Meal Ordering:** Integrated with EMRs for dietary accuracy and patient autonomy.
- **Tray Tracking:** Ensures timely meal delivery.
- **Meal Management App:** Empowers patients to manage their meal orders.
- **Task Management Tool:** Assigns tasks to the right staff at the right time, generating actionable insights.
- **Real-Time Service Tool:** Provides real-time updates on service requests like room cleaning, meal delivery, and patient transfers.

Key Outcomes

18% reduction in turnaround time	**56.7%** increase in discharges/transfers
8.1 point increase in patient satisfaction	**8%** reduction in operating costs

Real Hospitals, Real Results

A Detroit hospital facing patient falls, self-harm risks, and staffing shortages turned to TouchPoint for a cost-effective Patient Safety Attendant (PSA) solution.

Key Outcomes:

- **Reduced Nursing Turnover:** Dropped from 18.8% to 10.5%, retaining experienced caregivers and lowering recruitment costs.
- **Freed Clinical Staff:** PSA program freed 32.76 full-time staff equivalents from observation duties.
- **Improved Caregiver Satisfaction:** High-burnout duties were removed, stress reduced, morale improved.
- **Smarter Labor Utilization:** 90% of PSA demand met by TouchPoint team, minimizing workflow disruption.

The TouchPoint Difference

TouchPoint's commitment to innovation, personalization, and strategic partnerships has made a measurable difference in the lives of nurses and clinical caregivers. By listening to their needs and delivering tailored solutions, TouchPoint ensures that hospitals benefit from greater efficiency, improved job satisfaction, and a more resilient workforce.

Ready to Empower Your Caregivers?

Partner with TouchPoint to provide nurses with the tools they need to deliver the highest-quality care while reducing caregiver burnout, improving patient outcomes, and streamlining operations.

www.touchpointsupportservices.com