

CASE STUDY

A Purpose-Built Solution for Healthcare Workflow Optimization

In fast-paced healthcare environments, every second counts. Clinicians face constant pressure to deliver exceptional patient care, yet too often their time is consumed by chasing updates, managing non-clinical tasks, and navigating fragmented communication systems. These inefficiencies impact productivity, caregiver satisfaction, and patient outcomes.

To address this, TouchPoint Support Services developed its Web-Based Status Tracking Solution, a healthcare workflow management platform that removes those pain points to streamline support services coordination, reduce administrative burden, and give clinical teams valuable time back to focus on quality patient care.



Built with Caregivers, for Caregivers

TouchPoint's Web-Based Status Tracking Solution wasn't built in a vacuum. It was developed with significant input from real caregivers in working hospitals. TouchPoint collaborated with these experts to identify their biggest pain points – interruptions, inefficiencies, and the constant juggling of clinical and non-clinical responsibilities. From these conversations, the platform was born: a solution tailored to real-world challenges rather than hypothetical scenarios.

The program was launched initially at five pilot sites to improve patient meal ordering and delivery processes. Based on feedback from caregivers and observed usage patterns, additional features were added. The system was quickly scaled to 20 sites, before rolling out nationally, demonstrating its effectiveness and adaptability.

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It would probably take 100 times longer [to call for meal updates] before our Web-Based Status Tracking Solution...They only have one person [in the kitchen] answering the phone, and you're also competing with them calling people to get meal orders. It was almost impossible.

- Nurse Manager, Austin, TX

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Being able to put those EVS requests in and on their radar... it's just incredible. It literally takes me two minutes to log in to click the housekeeping request in the Web-Based Status Tracking Solution. Before, it probably would take three times as long to call to get a hold of someone to tell them.

- Nurse Manager, Austin, TX



Solving Caregiver Overload with Integrated Service Dashboards

Managing patient care is a complex balancing act. Clinical caregivers are often pulled between direct patient care and non-clinical responsibilities such as meal ordering and housekeeping requests, leading to inefficiencies and interruptions. The Web-Based Status Tracking Solution integrates patient dining and housekeeping into a single, real-time dashboard that streamlines that streamlines workflows and restores focus to bedside care.

With our Web-Based Status Tracking Solution, caregivers can:

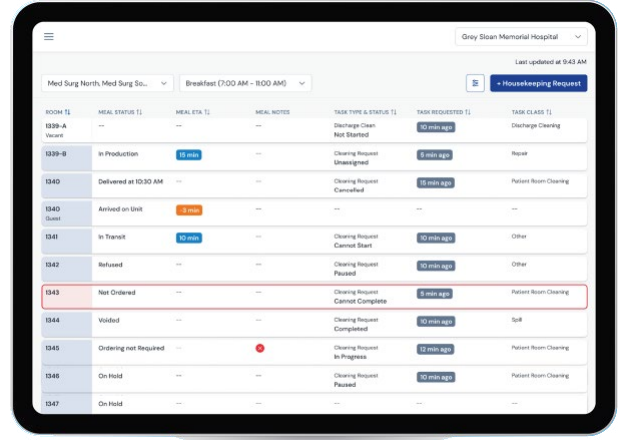
- Encourage patients to order meals on time or assist those who are unable or unwilling to do so themselves.
- Instantly view dietary needs, restrictions, and pre-meal medication requirements, reducing errors and improving nutritional outcomes.
- Make informed decisions efficiently using color-coded dashboards that show meal status by room, facility, and time.
- Assign tasks to nearby, qualified housekeepers.
- Track housekeeping requests in real time, from task assignment to completion, ensuring timely room turnover and smoother patient transfers.

These features eliminate the need for phone calls, reduce workflow disruptions, and empower caregivers to work at the top of their license – spending more time where it matters most: with patients.

64–83% reduction in nursing calls

80+ active daily clinician users

47% reduction in department call wait times



Real-Time Access, Seamless Adoption

Caregivers access the Web-Based Status Tracking Solution via single sign-on (SSO) using their hospital credentials, with real-time visibility from in-room computers. This empowers them to check meal tray statuses while engaging with patients and monitor room cleaning and patient transfers without leaving the bedside.

The intuitive interface of the platform requires minimal training. During the pilot phase, more than 80 clinical associates were onboarded in under two weeks, and usage remains high across all sites. At our Austin hospital, 41 to 60 clinicians access the system monthly, indicating daily usage throughout all of the site's nursing units.

A Game-Changer for the Industry

TouchPoint's Web-Based Status Tracking Solution isn't just a dashboard, it's a shift in how hospitals support their frontline teams. By reducing friction and freeing up time, it enables caregivers to deliver compassionate, uninterrupted care. Developed by TouchPoint and refined through caregiver collaboration, this platform is redefining operational support in healthcare – because when lives are on the line, every second counts.

Empower Your Caregivers with our Web-Based Status Tracking Solution

Start your journey toward smarter, more efficient care with TouchPoint: www.touchpointssupportservices.com

