

CASE STUDY

Transforming Hospital Culinary Operations at Scale: How TouchPoint Employs a Smarter Healthcare Foodservice System



Healthcare systems face mounting pressure to elevate the patient dining experience while managing rising operational costs. Rather than relying on incremental improvements, TouchPoint Support Services took a fundamentally different approach by implementing a new culinary operating system across five acute care hospitals. In collaboration with a global leader in professional cooking technology, TouchPoint positioned advanced equipment not as a standalone solution, but as a key enabler within a broader transformation centered on consistency, efficiency, and scalable performance.

By redesigning culinary workflows using advanced hot-hold technology, standardized operating systems, and data-driven performance management, TouchPoint implemented a scalable model that simultaneously improved patient satisfaction, operational efficiency, and cost performance. The result was a repeatable culinary operating system designed to help healthcare organizations deliver higher-quality meals and achieve greater operational stability.

14.4 PT Patient Satisfaction Improvement (YoY)

15.1% Greater Operational Efficiency

14.0% Rise in Labor Productivity

\$542K Annualized Cost Savings



“Technology opened the door to what was possible for us. The systems we built around it made it seamless, creating calm in the chaos of the kitchen and ensuring we can deliver delicious food everywhere, every time.”

MAX MOSKY

Senior Vice President, Strategy and Innovation
Compass Healthcare

“Technology alone doesn’t solve operational problems; discipline does. We built a system around governance, training, accountability, and real-time data to support our teams with clear, repeatable processes. That structure gives our leaders real ownership and drives consistent, measurable improvement.”

DANIEL WHEELER

Director of Culinary Implementation
TouchPoint Support Services

The Opportunity for Transformation

At five acute care hospitals, culinary teams were striving to provide high-quality patient meals amidst challenges such as labor shortages, rising food costs, and growing expectations regarding patient experience. Production heavily depended on precise timing during trayline peaks, which created operational stress and heightened the risk of variability in food quality and consistency.

Traditional hospital foodservice models often necessitate a difficult trade-off: batch production can enhance productivity but may compromise freshness. At the same time, cook-to-order preparation improves quality but demands significant labor intensity and constant oversight.

Recognizing that incremental adjustments would not resolve these underlying structural challenges, TouchPoint partnered with a leader in professional cooking technology to completely redesign the culinary production system. By integrating hot-hold technology with new operational workflows, governance structures, and training programs, TouchPoint developed a scalable culinary operating model that enhances efficiency while improving the patient dining experience.

Key Metrics

- Transformation of 5 acute care hospitals
- Deployment of an enterprise culinary implementation model
- Introduction of new standardized production workflows
- Integration of advanced hot-hold technology

TouchPoint's Implementation Strategy

Engineering a Scalable Culinary Operating System

TouchPoint began by establishing the capabilities needed for large-scale operational transformation. A dedicated Culinary Implementation and Innovation team was formed to design standardized processes, validate workflows, and ensure consistent deployment across all hospitals.

Key initiatives included:

- Development of standardized culinary playbooks that outline production workflows and service timing
- Establishment of RACI governance structures to clarify accountability among site leadership, regional teams, and corporate support
- Implementation of enterprise performance dashboards to monitor labor productivity, food costs, and operational compliance
- Weekly cross-site coordination meetings to facilitate learning and ensure alignment

By building internal implementation capabilities, TouchPoint created a repeatable framework that enables healthcare systems to scale culinary innovation across multiple facilities while maintaining consistency and accountability.

Redesigning Hospital Kitchen Production with Hot-Hold Technology

At the heart of the transformation was hot-hold technology, which allows food to be cooked in batches and held safely at serving temperature, preserving texture, flavor, and quality.

This innovation enabled TouchPoint to shift hospital kitchens from reactive cooking during trayline peaks to structured cook-to-hold production cycles.

Operational improvements included:

- Strategically planned batch production aligned with demand forecasting
- Controlled hold times that preserve food quality and presentation
- Reduced last-minute cooking and trayline bottlenecks
- Programmable ovens that guide staff through standardized recipes and processes

Menus were specifically redesigned to leverage the strengths of the equipment. Recipes were optimized for hold performance, portions were standardized, and yields were adjusted to minimize waste. This revised production model enabled hospitals to offer meals perceived as freshly prepared, while greatly improving efficiency and consistency.



Driving Enterprise Change Through Training, Technology, and Data

Successfully transforming five hospitals simultaneously necessitated effective change management. Each location underwent a structured readiness process to ensure that teams were fully prepared before activation.

The implementation included:

- Role-based training and certification for culinary teams
- Production simulations to validate workflows before go-live
- On-site coaching during the stabilization period
- Continuous monitoring of performance metrics

Technology played a vital role in sustaining the new operating model. Elevra performance dashboards provided system-wide visibility into food costs, labor productivity, and operational compliance. TouchPointGPT offered immediate access to standard operating procedure (SOP) guidance, reducing uncertainty for frontline teams and reinforcing consistent execution.

As a result, the culinary teams transitioned from reactive problem-solving to maintaining controlled and predictable production environments.

Within months, the five hospitals experienced measurable improvements in patient satisfaction, operational efficiency, and cost performance. This demonstrates that modernizing healthcare culinary operations can deliver both clinical and financial value.



Begin Your Culinary Transformation

Healthcare organizations today need to balance excellent patient experiences with operational efficiency and financial sustainability. This initiative demonstrates that when culinary systems are designed intentionally, with the right technology, governance, and operational discipline, health systems can improve quality while reducing structural cost.

Through its partnerships, TouchPoint Support Services continues to help hospitals modernize foodservice operations by implementing scalable culinary systems that deliver measurable results in patient satisfaction, productivity, and cost performance.

If your healthcare organization is exploring ways to elevate patient dining while improving operational efficiency, TouchPoint can help. Visit www.touchpointsupportservices.com to begin your culinary transformation journey today.

