

## CASE STUDY

# Transforming Hospital Dining: How The Bridge Patient Menu™ Elevates Clinical Nutrition and Operational Efficiency



Hospitals across the country are redefining the patient dining experience. At a Novi, Michigan healthcare facility, TouchPoint Support Services introduced The Bridge Patient Menu™, a liberalized, restaurant-style hospital menu designed to enhance clinical nutrition, increase patient satisfaction, and optimize operational efficiency. The innovative foodservice model supports multiple specialized diet types, including General Heart Healthy, while balancing clinical standards with flavorful, culturally inspired meals. The result: improved patient intake, faster delivery times, reduced food waste, and a measurable improvement in the overall patient dining experience.



19%

Faster Meal Delivery

35-42

Minute Avg. Delivery Time

4%

Reduction in  
Food & Tray Costs

16%

Decrease in Food  
Waste & Paper Use

8%

Reduction in Overly  
Restrictive Diet Selections



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*“This new menu is focused on providing a variety of recipes to our patients—recipes they typically wouldn’t find in a hospital setting—from homestyle classics to plant-forward dishes that incorporate herbs and spices from different regions of the world. The Bridge Patient Menu proves that clinical nutrition and culinary excellence can coexist. We’re seeing improved intake, positive patient feedback, and measurable operational gains.”*

**MAYSSOUN HAMADE**

Senior Vice President,  
Nutrition & Wellness  
TouchPoint Support Services

## The Situation

Traditional therapeutic hospital diets can be highly restrictive, which may unintentionally reduce patient intake, increase food waste, raise tray costs, and negatively affect patient satisfaction scores. TouchPoint leaders sought a solution that would maintain clinical integrity while improving intake, satisfaction, and operational performance.

The Bridge Patient Menu was developed using globally inspired recipes featuring fresh, plant-forward ingredients within a physician-approved framework. By easing unnecessary dietary restrictions, patients receive familiar, flavorful meals that meet clinical guidelines while supporting better nutrition.

Implementation required close collaboration among physicians, cardiology teams, dietitians, culinary leaders, and operational managers. Culinary teams were trained on standardized Best Practices and Operational Standards to ensure consistent quality, presentation, and flavor while supporting efficient meal production and service.

## Solution & Impact

### *Liberalized Clinical Nutrition That Improves Intake*

The Bridge Patient Menu modernizes hospital food service through a clinically approved liberalized diet approach that improves both nutrition and satisfaction.

#### **Key outcomes include:**

- Increased patient oral intake
- Reduced malnutrition risk while supporting clinical nutrition goals
- Expanded culturally diverse and plant-forward menu options
- Strong positive feedback from vegetarian patients
- Higher satisfaction scores related to food quality and variety

The Bridge Patient Menu streamlined the pathway to general healthy diets by reducing unnecessary dietary restrictions. Previously, caregivers often selected system-recommended diets aligned with patient prescriptions without fully reviewing their limitations, which could result in overly restrictive meal plans. By simplifying and generalizing diet options within approved clinical guidelines, The Bridge Patient Menu reduced overly restrictive diet selections by 8%, allowing patients greater flexibility while maintaining appropriate nutritional standards.

Within physician-approved parameters, patients have greater flexibility in their meal choices, making hospital meals more appealing and encouraging better nutritional intake during recovery.

## Snapshot Stats/Key Metrics

- Order Print to In-Cart: 14.5 minutes
- In-Cart to Departure: 11 minutes
- Departure to Delivery: 12 minutes
- 8% reduction in overly restrictive diet selections through simplified diet pathways and elimination of unnecessary restrictions

## Operational Excellence and Cost Optimization

In addition to improving patient experience, The Bridge Patient Menu delivered measurable operational efficiencies and cost improvements across Food and Nutrition Services (FNS).

#### **Operational improvements include:**

- 19% faster meal delivery time
- 16% Reduction in food waste and paper usage
- Reduced tray cost
- Reduced beef utilization, supporting CO<sub>2</sub> emissions commitments
- Improved FNS labor efficiency

Previously, patients placed meal orders by phone, requiring call center operators to manually enforce dietary restrictions. The Bridge Patient Menu streamlined this process, allowing call center teams to focus on guiding patients through menu options and enhancing the dining experience rather than managing complex dietary limitations.





### ***Scalable Model for National Healthcare Systems***

Launched in May 2024, the Novi pilot created a data-backed, scalable healthcare foodservice model designed for system-wide replication without disrupting clinical compliance or operational workflows.

#### **The pilot:**

- Achieved full program compliance
- Secured physician and cardiology approval
- Delivered measurable operational benchmarks
- Established national performance standards
- Demonstrated sustainable cost and waste reduction

The program maintains physician-approved dietary guidelines and clinical nutrition standards while expanding menu flexibility. Following its success, The Bridge Patient Menu is expanding to TouchPoint sites nationwide, helping hospitals elevate patient dining, support recovery outcomes, and improve operational performance.

### **Ready to Transform Your Patient Dining Experience?**

Bring comfort, culture, and clinically sound nutrition to every plate while improving intake, reducing waste, and elevating the patient experience. Partner with TouchPoint to modernize your hospital foodservice strategy and deliver measurable clinical, operational, and patient experience outcomes. [www.touchpointsupportservices.com](http://www.touchpointsupportservices.com)

