



TouchPoint Dining

Putting Patients in Touch with their Meal Selection!

Finally a solution exists that offers patients a safe and easy mechanism to take control of their meal ordering. As an add-on module to Nutrition Care Management (NCM) and in conjunction with a meal ordering system and in-suite TVs/monitors, TouchPoint Dining offers clinically-specified menus displayed directly to patients.

TouchPoint Dining acts as a bi-directional data transfer facilitator, allowing the movement of information between the two systems. It is the first system of its kind to enable a fully-automated solution for a traditional trayline or an on-demand room service patient environment, reducing the amount of labor and resources required to process patient meal requests.

How it Works:

The meal ordering system displays on the TVs/monitors clinically valid menu items relayed from NCM that can be ordered by the patient. Using a standard pillow speaker, bedside remote control or keyboard, patients order their desired items from the TV/monitor and NCM subsequently processes the order. This entire process helps improve the time required for and efficiency of the entire meal delivery process.

With this integrated system, patients receive:

- The ability to select their preferred meals
- Nutritional data and analysis for menu items ordered
- Menus specific for them with allergies and restricted food items removed, ensuring that menu offerings are appropriate for their therapeutic diets

Demonstrated benefits of TouchPoint Dining:

- Diminish food waste by delivering food that patients request
- Reduce the number of patients needing staff to visit to order meals
- Increase labor savings by decreasing diet office staff required to operate a room service call center (room service environments only)
- Reduce the cost of and reliance on paper menus

“Previously we used 54,000 printed menus a year. With Skylight [TouchPoint Dining] we have eliminated the paper menu. We also were able to divert labor (2 people, 5-6 hours/day) from collecting and entering menus to the bedside working with patients on menu selection and explaining Skylight.”

Shawnee Mission Medical Center

COMPUTRITION
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**NUTRITION CARE
MANAGEMENT**



TOUCHPOINT DINING



**MEAL ORDERING
SYSTEM**

The Details

Via the meal ordering system, the patient views a menu selection button on their screen to access the On-Line Meal Ordering function. When the patient selects this option...

Patient Verification

- The meal ordering system checks its database and determines if the patient is Electronic Meal Selection Appropriate (EMSA).
- If the patient is EMSA, the meal ordering system sends a patient verification request to NCM, via the TouchPoint XChange Gateway.
- Using the Gateway response, the meal ordering system compares the patient information in its system (patient name, MRN, and room) with the information in NCM.
- If a match is found, the meal ordering system sends a second request for the patient's menu to the NCM system.
- The NCM system sends the patient menu back to the meal ordering system, with any items identified as an allergy conflict removed.

The Patient Experience

- Using the television remote control, the patient is requested to verify their identity.
- The meal ordering system displays the patient's available menu items on the TV/monitor, using the Menu Item Name, Menu Item text, and Nutrient Information provided by NCM.
- As patients makes their meal selections, they are able to view the nutrient information for each individual recipe as well as for their total selection.

Processing the Patient Order

- When the patient has completed the selections, the request is submitted and the selections are imported into that patient's record in the NCM system via the TouchPoint Gateway.
- **Traditional Trayline Environment**
The diet office corrects and resolves any problems discovered with the patron menu selections using SmartSubstitutions. They then run the Tally Guide to make sure their production forecasts meet the actual trayline requirements and print their tray tickets prior to running trayline.

-or-

- **Room Service Environment**
The call center is alerted that a Digital Menu Selection has been received. This alert appears on the Alert Monitor which is constantly in use in the call center. A call center staff member reviews the patient's menu selections in the NCM system, makes any necessary corrections, and sends the order to be printed in the kitchen.

For more information on TouchPoint Dining, feel free to contact us at (800) 222-4488 or visit our website at <http://www.computrition.com/software-products/hospitality-suite/nutrition-care-management-ncm/touchpoint-dining/>.

Frequently Asked Questions

What products are required in order to have patient selectable menus on the TV/monitor in the patients' rooms?

The user must have the Computrition NCM Select package and the TouchPoint Dining XChange Gateway product as well as a meal ordering system and in-suite TVs/monitors. For room service environments, Computrition's Room Service add-on module is required.

Do I need a specific HIS system?

No. The Order Entry HIS system can have the ability to send an Electronic Meal Selection Appropriate (EMSA) flag as part of their diet order message. This system is flexible, however, this same action can also be accomplished by other means.

How many Call Center FTE's can we plan to save or reallocate as a result of implementing this system in a room service environment?

A typical dining call center model requires one operator for every 50-75 meals served, depending upon menu complexity. Based on success findings with customers using this solution, a reduction in 1-1.5 FTE's less than the typical dining call center model is a fair estimation. At full implementation with 30% participation, call center staffing savings may be 2.5 FTE's less than the typical model.

Can I show pictures of my food items on the TV?

Depending on the meal ordering system, pictures of food items may be displayed.

Which nutrients display on the TVs/monitors for recipes and meal totals?

This is entirely configurable by the user and may be determined by the aesthetic quality based on the dimensions of the monitor.

Can I restrict how many selections a patient can make?

Yes. In NCM, each Publishing Group table entry may be assigned a maximum number of selections, and this is enforced in the meal ordering system user interface displayed on the TVs/monitors. For example, a patient may be restricted to select only ONE entrée, but an unlimited number of sides or beverages.

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