TOUCHPOINT
DINING

Finally, a solution exists that offers patients a safe and secure 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.

PUTTING PATIENTS IN TOUCH WITH THEIR MEAL SELECTIONS!

HOW DOES IT WORK?

On the TVs/monitors, the meal ordering system displays 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 whole meal delivery process.

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.

PATIENT EXPERIENCE

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

- 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.

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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 updated 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 print in the kitchen.

BENEFITS

Offer the ability to select preferred meals

Gather nutritional data and analysis for menu items ordered

Decrease the cost of and reliance on paper menus

Diminish food waste by delivering food that patients enjoy

Reduce the number of patients who need staff visits to order their meals

Specify menus with allergies and restrictions removed to protect a therapeutic diet

Increase labor savings by decreasing diet office staff required to operate a call center (room service environments only)

> **Our satisfaction with meal services has doubled, at one of our hospitals it went from 35 to 90 percentile satisfaction score, and that's Press Ganey.**
>
> -Scottsdale Healthcare