



## AT A GLANCE

# cooking up a plan

TouchPoint Support Services is committed to providing our patients and residents with delicious, nutritious, and well-prepared meals, all while reducing food waste, minimizing costs, and, when possible, putting new technological innovations and tools to the test.

With a desire to serve traditional, slow-cooked meals of consistent quality, often with a quick turnaround, TouchPoint leadership was intrigued by promising new equipment developed by Unox, a company that first appeared on their radar at the 2022 National Restaurant Association meeting. Wanting to put Unox's equipment to the test, TouchPoint leadership identified an account in Waco, Texas served by its dedicated senior living hospitality division, Catered Living, as the site of the initial pilot program.

## THE SOLUTION

# quality food, speedy service

Upon reviewing Unox's line of advanced ovens and food service equipment, leadership landed on a Unox oven and the Evereo 600, the first ever "hot fridge," as the solution to their needs. By utilizing Evereo's heat preservation system, combined with precise temperature control and accurate management of its chamber atmosphere, this unique system can cook and preserve meals for up to 72 hours at the appropriate serving temperature. Paired with Unox's multi-day pans and trays, Evereo would allow TouchPoint chefs to prepare traditional meals in advance, then hold the food at serving temperature until ordered, translating to zero wait time for patients and guests.

## IMPLEMENTATION

# out of the frying pan, into the fire

February 2023 saw the Waco team launch a \$130,000 pilot program to incorporate a Unox oven and the Evereo 600 holding unit into its food service operations. Overseen by Executive Chef Jessica Battcher, the intended goal of the program was to encompass as many of TouchPoint's food service goals as possible, from creating healthy meals and delivering them with quick, efficient service to minimizing food waste and reducing labor costs.

The process, though, was not without its share of roadblocks. Initial installation of the equipment was delayed, taking nearly two months to come online. Even then, the oven was not fully operational – its Wi-Fi capabilities required an additional bolt-on device that necessitated a separate purchase, and the number of trays and pans were lacking for TouchPoint's operational requirements. Further, replacement parts proved difficult to come by due to ongoing global supply chain issues. However, the TouchPoint team found Unox to be incredibly receptive to their feedback and supportive of their needs and concerns, with the company even going so far as to specially develop an Evereo equipment package suited to TouchPoint's exact requirements.

## OUTCOME

# now we're cookin'

Running for three months, from February to April 2023, the Evereo pilot program has been deemed a success by the Waco team. Now, chefs and kitchen staff can prep and hold multiple meals at once, thereby freeing them up to focus on other kitchen and service tasks. While additional associate training is needed to further fine-tune operation of the Unox equipment, the innovative system has proven to be a labor saver, with associate overtime reduced by up to 80%. Further, with the team working two to three meals in advance, they are unaffected by staffing shortages that arise from last-minute call-ins – something that previously could have left the kitchen team scrambling – and need fewer associates on hand as backup.

Because Unox's oven utilizes pre-programmed meal profiles, the guesswork is taken out of cooking, ensuring that each dish is made just right, reducing the risk of burnt or undercooked ingredients. The Evereo technology also helps kitchen staff get the most out of their prepared

food. Leftovers are vacuum sealed in Unox trays and pans, stored at serving temperature, and either re-served or incorporated into a new dish up to 72 hours later.

Unox Evereo 600 is also energy efficient. By incorporating modern insulation technologies, Evereo avoids heat loss and consumes less power than a traditional freezer.

But the most important question is, how does the food taste? Waco's patients and residents are raving about the Unox-prepared meals. Patient satisfaction scores rose dramatically during the pilot, from 75% in November 2022 to 88.69% in April 2023. Diners are not only pleased with the improved food quality, but they are excited by the new menus TouchPoint chefs are now able to create using Unox's built-in features and attachments, such as a grill, a fryer, and a smoker for making brisket and ribs – dishes that were previously out of reach for the facility.

# a tool for the future

Though the proper operation of a Unox unit requires a high level of advanced associate training, operation of the equipment is relatively foolproof. From perfectly poached eggs to pulled pork, TouchPoint's Waco chefs now have greater creative freedom in the kitchen and their patients and residents are eating up the benefits, all thanks to the Unox system. These advantages, paired with energy, food, and labor savings, make Unox units a strong contender for a continued roll-out within TouchPoint's locations

METRIC	OCTOBER 2022	NOVEMBER 2022	DECEMBER 2022	JANUARY 2023	FEBRUARY 2023	MARCH 2023	APRIL 2023
<b>Food Cost</b>	\$69,067.18	\$78,988.00	\$75,880.00	\$72,415.00	\$76,017.00	\$72,211.28	\$70,714.43
<b>Food Cost PPD</b>	\$9.38	\$10.52	\$9.91	\$9.22	\$10.76	\$8.43	\$8.98
<b>Labor Cost</b> (Entire Department/ Fully Loaded)	\$185,643.74	\$181,714.00	\$189,790.00	\$174,801.00	\$163,643.42	\$174,436.58	\$169,028.37
<b>Labor Cost PPD</b>	\$25.22	\$24.19	\$24.78	\$22.26	\$23.16	\$20.36	\$21.46
<b>Labor Cost</b> (Total FTE)	41	41	41	40	38	36	35
<b>Labor Cost</b> (Overtime)	\$7,848.14	\$7,490.24	\$7,651.56	\$5,539.12	\$5,388.46	\$2,121.21	\$2,544.65
<b>Resident Days</b>	7360	7511	7660	7853	7065	8568	7877
<b>Chemical Cost</b>	\$43.69	\$123.72	\$0.00	\$173.58	\$119.87	\$0.00	\$105.47
<b>Paper Goods Cost</b>	\$6,595.39	\$6,520.40	\$6,856.93	\$5,889.66	\$4,808.36	\$5,616.55	\$4,288.79
<b>Resident Satisfaction</b> (IL/AL)		75.00%	75.00%	81.82%	87.50%	85.71%	88.69%
<b>Turnover</b>	11.40%	0%	9.80%	7.90%	0.00%	5%	