

CASE STUDY

Enhancing Food Service Safety and Patient Satisfaction through MyDining



Hospital food service is a critical component of patient care, directly influencing recovery rates, patient satisfaction, and overall hospital efficiency. MyDining, a web-based meal ordering system developed by Compass Group, addresses key challenges in traditional food service workflows. By integrating with electronic medical records (EMRs), MyDining ensures patient safety, improves operational efficiency, and enhances the overall patient experience.

55 out of 150

TouchPoint accounts
currently utilize MyDining.

Adoption spans Alabama, Florida,
Illinois, Indiana, Kansas, Maryland,
Michigan, Oklahoma, Texas,
Tennessee, and Wisconsin.

Implementation slated for

**6 additional
accounts**

in 2025.

What is MyDining?

MyDining is a comprehensive meal ordering software that interfaces directly with hospital EMRs. It facilitates patient meal ordering by providing access to real-time dietary information such as allergies, diet restrictions, and nutritional requirements.

Key features include:

- **Streamlined Meal Ordering**
- Transitioning from manual pen-and-paper systems to digital ordering ensures accuracy and efficiency.
- **Tray Tracking with MyDelivery**
- Tracks meal trays from preparation to delivery, ensuring timely service.
- **Patient Engagement with MyMeal**
- An app that empowers patients to place their own meal orders, enhancing autonomy and flexibility.

These features cater to various service models, such as room service (on-demand meals) and bedside ordering (staff-assisted meal selection).

Implementation Process

MyDining offers an exciting opportunity to enhance patient dining experiences and streamline operations. A successful launch involves strategic investments in software, staff training, and ongoing technical support, all of which lay the foundation for long-term success. Comprehensive training empowers teams with the knowledge and confidence to maximize efficiency and effectiveness. Additionally, customizing workflows to align with each location's unique patient service model requires thoughtful planning and collaboration. With the expertise and dedication of TouchPoint's team, every challenge becomes an opportunity to innovate and optimize, ensuring a smooth and successful implementation.

Making a Splash

MyDining debuted in 2016, with TouchPoint playing a pivotal role in its development alongside Morrison Healthcare. The first implementation occurred in Clay County, Florida, followed by expansions in Florida, Indiana, and Texas. Out of 150 TouchPoint accounts, 55 now utilize MyDining, reflecting a steady adoption trend driven by client interest and operational needs.

The benefits provided by MyDining are numerous, from enhanced patient safety and operational efficiency to nutritional tracking and performance data.



Enhanced Patient Safety

- EMR integration ensures that meal options align with patients’ dietary orders and allergies.
- Automatic filtering of unsuitable food items reduces the risk of adverse incidents.

Operational Efficiency

- Digital meal tickets streamline kitchen and tray assembly workflows.
- Reduced reliance on manual data entry minimizes errors and speeds up processes.

Comprehensive Data Collection

- Tracks tray delivery times, locations, and patient preferences, offering actionable insights for service improvements.
- Stores historical data, aiding in incident reviews and performance evaluations.

Improved Patient Experience

- The MyMeal app allows patients to customize their meals, enhancing satisfaction and autonomy.
- Dietitians can remotely access MyDining to offer nutritional guidance, ensuring patient needs are met.

Nutritional Tracking

- Tracks caloric and nutrient intake, aiding dietitians in monitoring and adjusting patients’ dietary plans.



A Bright Future

The adoption of MyDining is expected to accelerate as hospitals recognize its transformative benefits. In 2025, six additional TouchPoint accounts are set to implement the platform, reflecting its growing footprint in the healthcare industry. Compass Group’s unwavering commitment to innovation ensures that MyDining will continue to evolve, aligning with client needs and industry trends. By leveraging technology to enhance safety and efficiency and elevate patient satisfaction, MyDining is expected to play a pivotal role in modern healthcare and cement itself as a cornerstone of nutrition and healthcare innovation.

Total orders placed to date in MyDining for all TouchPoint accounts				
FY2020	FY2021	FY2022	FY2023	FY2024
5 Million	8 Million	8 Million	7 Million	7 Million