

## Case Study: Hospital in Switzerland



### Overview

This is one of Switzerland's leading hospitals. They care for 370,000 patients a year and provides training to about 1,000 medical students, and over 1,200 health care professionals. Their main objective is to provide both these patients and scholars with the most excellent services in medicine, teaching and research which they believe would require a high degree of innovation to achieve.

“ One of the leading hospitals in Switzerland has relied on EGS CALCMENU Enterprise to provide the needed innovation in the production of quality meals within their hospital. EGS CALCMENU Enterprise is able to help the several restaurants of the hospital in managing their recipes and in coming up with special and rigorously-planned menus that are both delightful to the taste and healthy for the body. ”

**One illustration of this hospital's commitment to high-quality service is evident in their food service system.**

They are very particular with the food they serve both to their patients and to visitors who dine in restaurants located throughout the hospital.

This hospital places great emphasis on their meals' quality, freshness and of course, nutrition while particularly being mindful of their customers' diverse needs, including those related to health, cultural influences and diet preferences.

With this, they relied on **EGS CALCMENU Enterprise** to provide the needed innovation in the production of quality meals within their hospital. CALCMENU Enterprise is able to help them in managing their recipes and in coming up with special and rigorously-planned menus that are both delightful to the taste and healthy for the body.

**EGS CALCMENU Enterprise's Nutrient Calculation and Allergen information features are indispensable tools used by the Swiss Hospital to monitor the nutritional value and allergen content of their recipes.**

Such step is vital not only in ensuring that health-related diet requirements of their patients are met but also in promoting a healthy-eating lifestyle to their restaurant customers, as what should be expected from any medical institution.

Each of the ingredients that make up the recipes is linked to the Swiss Nutrient Database, ASA. Thus, as they create recipes, nutritional values are automatically computed and displayed as information, without needing to exert extra effort.

#### ■ Activity

Caters over 5,500 daily meals to patients and 7,500 meals for guests and visitors.

#### ■ Location

Switzerland

#### ■ Software solution

EGS CALCMENU Enterprise

#### ■ In use

Since 2007

#### ■ Results

Reduced the cost and improved the quality of management

Enable low-cost, centralized services

Improved performance and reliability of collaboration tools

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This Swiss hospital also takes great care in ensuring that **recipes with allergenic ingredients are being handled accordingly**. Aside from nutrient values, allergen information is likewise linked to merchandises that contain such affective substances. Any recipe that uses an ingredient which contains an allergen is flagged as allergenic as well by order of “inheritance.”

This information provided in EGS CALCMENU Enterprise can easily be printed out by the hospital into documents, to serve as “declarations.” These declarations are openly made available to patients and restaurant diners who need to be informed of the nutrient and allergen content of the meals they are served with- as what is also required by the law.

The **Keywords feature** and **Menu Planning feature** also found in EGS CALCMENU Enterprise, prove to be equally helpful tools in helping the hospital come up with various meal combinations for the day, week, month or season.

Using the keyword feature, the hospital can assign keywords to specific merchandises or recipes. These keywords can also be color-coded to indicate particular categories and subcategories (e.g. meat, beverages, high-sodium, and nuts) which in turn serve as guides in plotting out how recipes can be combined into menus. The idea is to balance out the menus to include recipes from all categories.

## Challenge

The challenge was to provide this hospital a reliable solution that could handle recipe and menu management with special functions that can automatically compute for nutritive values, provide allergen and nutrient information as well as fast and efficient menu planning. This is to be used both for creating meals for their patients and employees, as well as for the visitors who dine in the hospital's various restaurants or food outlets.

## Their Specifications

This hospital in Switzerland serves about **13,000 meals per day** to both patients and visitors that dine in their seven in-house restaurants. They should be able to come up with various menu choices which would also need to be within quality nutritional standards.

- Government laws require that nutrition and allergen information should be made openly available to consumers. This should be clearly found in packaged food as labels or printed on restaurant menus, right next to each meal.

Thus, they require a solution that would help them:

- to create a variety of recipes and menus to be served to patients, employees and in their in-house restaurants.
- automatically calculate for nutrient values and identify allergen content
- to provide nutrient and allergen declarations for each meal recipe as required by law.

## Benefits

The working process allows this hospital to get:

- automatic computation of nutrient values
- standardize content of recipes
- on-hand information on allergens, pseudo-allergens and nutrients
- declaration labels that would display nutrient information and allergens as required by law
- efficient menu planning for all food outlets within the hospital

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