

FROM CHAOS TO CARE

How one of India's most admired hospital networks transitioned from in-house kitchens to world-class, clinically aligned food services.



The Starting Point

The hospital had been operating its food and nutrition services through an in-house model. Over time, growing clinical complexity, evolving patient needs and higher expectations around food quality and service consistency highlighted gaps in scalability and governance. Food services needed to move beyond basic delivery and support a more structured, patient-centric care environment.

Recognising this shift, the hospital transitioned to a specialised food service partner to bring stronger operational discipline, standardised processes and clinical alignment. The focus was to build a dependable nutrition and dining framework that could consistently support patient care, hygiene standards and everyday service requirements.

The Gaps That Needed Attention



Inconsistent food quality across units



In-house model that was hard to scale



Limited menu flexibility for patients and staff



Lack of structured governance and reviews



Growing need for technology-enabled dining



Stringent hygiene requirements to be maintained

What Changed

The hospital moved to a more structured and specialised food and nutrition approach, with a clear focus on consistency, safety and patient experience. Food services were rethought as an extension of care rather than a standalone support function. The emphasis shifted towards standardised processes, stronger governance and clinically aligned nutrition, ensuring that everyday dining could reliably support both patient recovery and staff needs.

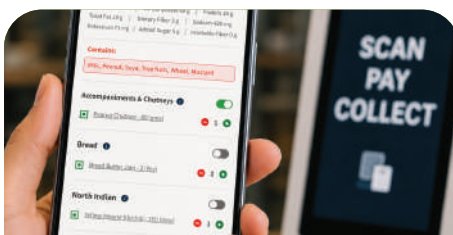


How It Was Put in Place



Food & Nutrition Were Strengthened

Patient-specific diets and standardised menus introduced for consistent meal quality across units.



Technology & Access Were Simplified

App-based ordering, cashless payments, redesigned room service and modern vending introduced to simplify food access.



Hygiene, Safety & Governance Were Non-Negotiable

Strict safety controls, monitored processes and regular reviews implemented to strengthen compliance and oversight.

The Difference It Made



Patient Experience

4.43 CSAT score
24,000+ feedback responses



Digital Adoption

4.2 lakh+ transactions
FY 2023–24



Safety & Compliance

0 FO incidents
18 consecutive months



Infrastructure

FSSAI-aligned kitchens
Upgraded workflows



Large-Scale Support

5,000 ECGs
Screenings
Large scales support



Why It Mattered

This engagement showed how a thoughtful, structured approach to food and nutrition supported better consistency, safety and everyday patient experience within the hospital. By bringing nutrition, technology and governance together, the hospital created a more dependable food service model that worked smoothly for patients, caregivers and staff. Overall, the partnership helped strengthen day-to-day operations while keeping patient wellbeing at the heart of care delivery.

