

FACT SHEET

Nutrition AI

Smarter Tray Accuracy. Faster Teams. Better Patient Experience.

Nutrition AI is an AI-powered tray verification solution that ensures every patient receives the right meal, every time. By automatically matching tray contents to patient orders at the point of assembly, Nutrition AI reduces errors, improves efficiency, and elevates the overall patient dining experience.



The Challenge

Healthcare kitchen teams have traditionally relied on manual tray checks—an approach that is:

- Time-intensive and repetitive
- Prone to human error, especially during peak volume
- A source of rework, delays, and inconsistent patient experiences

The Solution

Nutrition AI introduces an automated accuracy check directly into the trayline workflow:

Real-time tray verification - Instantly scans and validates tray contents against patient orders

High-risk tray alerts - Flags potential errors before trays leave the kitchen

Built-in substitution tracking - Enables seamless adjustments without slowing operations

Scalable, high-volume performance - Maintains speed and accuracy without adding labor

Spotlight on Prisma Health Richland

- **36% fewer missing items per day**
→ Improved patient satisfaction and reduced service recovery
- **16% faster tray assembly**
→ Increased throughput during peak periods
- **116 hours saved per week**
→ Reallocated to higher-value work
- **2,580 trays scanned weekly**
→ Proven performance at scale without slowing operations

The Impact

For Patients

- More accurate meals
- Fewer delays and corrections
- Higher satisfaction with dining experience

For Teams

- Reduced cognitive load and fatigue
- Fewer manual checks and less rework
- Greater confidence during high-volume service

For Operations

- Lower labor waste and re-delivery costs
- Improved throughput without additional headcount
- Reduced risk of dietary errors and compliance issues

Nutrition AI transforms trayline accuracy from a manual task into an intelligent, scalable system—helping healthcare organizations deliver safer care, operate more efficiently, and elevate the patient experience without added complexity or cost. **Discover how Morrison Healthcare is redefining patient dining through innovation here.**

