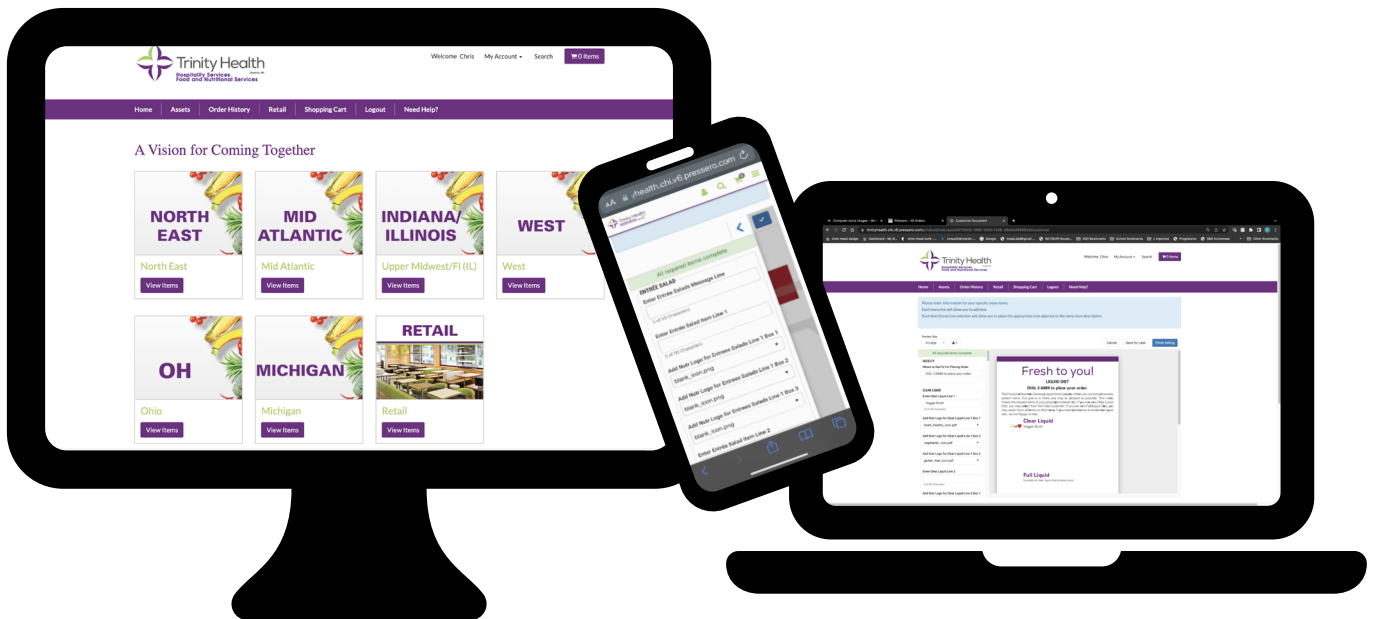




Trinity Health

Menu Creation Software

Christopher Mead
Creative Director and Designer



The Challenge

Trinity Health System under the leadership of Joyce Hagen-Flint (Director of Health Food Services) and George Cranmer (Executive VP Food Services) made the food service of the Trinity Ministries independent and phased out all contracted food service. With that decision, a directive was formed to unify the branding and operations for patient room service menus.

The Goal

Spanning over 120 hospitals, coming from a variety of ownership groups, this project needed to:

- Create consistent branding and identity across all the regions and hospitals
- Unify the operations of the menu creations and make them usable for all levels of computer ability

The Solution

Several meetings were held to create a strategy. It was decided the best move forward was to target an on-line solution which would be accessible to a network of dietitians with ease of use at the top of the list for concern. There is no software available that specializes in menu creation, much less hospital specific menu creation, so it was decided to use a Print on Demand system built by Alleyant called Pressero.

My Role

I acted in full capacity on this project, Creative Director, Designer, and Project Manager. I communicated directly with the customer and was the face of the project.

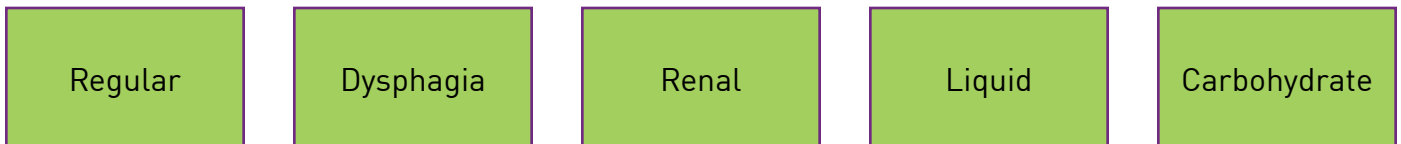
The Approach

Once we had a target solution, it was time to identify the steps

- Identify the pieces that need to be developed to put on the site
- Create a unifying design for said menus
- Develop the menus for use on Pressero
- Map site navigation
- Identify who would be utilizing the system and what resources they would need
- Identify Trinity's requirements for ordering
- Set a Six month time frame from first meeting to launch

The Pieces

Using these main pieces with the possibility for additional down the line



Creating the Design

Several things had to be in play here. We needed to balance the need to unify the branding and look as well as allow for the familiarity of the hospital to be plain to see, as that is how the communities see them.

The design went with a representation of fresh food and the elements that will tie it together, using the Regular menu as a base. Some challenges were adding icon placements so items could be identified as Heart healthy, Gluten

Free, or Vegetarian. The positioning is static, so the balance of text areas was for the average input. Additional Regular menu versions were added later, one accommodating more description, one more listings.

Entrée Salads

Made Fresh for You

- Michigan Walnut Salad**
Walnuts, apples, blue cheese, cranberries, onions
- Asian Chicken Salad Plate**
Served over a bed of mixed greens
- Seasonal Fruit Plate**
Try with cottage cheese, yogurt, or chicken salad

That's Healthy



We encourage everyone to eat a well-balanced diet with a focus on a variety of food groups that nourish your body and spirit. To enhance your health, we recommend the following steps in selecting your meals:

- Focus on consuming a variety of foods and start with small changes to build healthier eating styles.
- Limit the amount of food consumed to balance calories with activity.
- Select nutrient-rich foods:
 - Consume at least five servings of fruits and vegetables each day, including fresh seasonal produce when possible. Try to fill half your plate with fruits and vegetables.
 - Fill 1/4 of your plate with grains and make half of your grains whole grain.
 - Choose low-fat or fat-free dairy products.
 - Select protein-rich foods, including lean meat, poultry, fish and plant-based proteins.
- Restrict foods and beverages that are high in saturated fat, sodium and added sugars, as well as those that are highly processed, contain trans fat, or high fructose corn syrup.

Soups

Tomato Soup	Beef Broth
Chicken Noodle Soup	Chicken Broth
Vegetable & Quinoa	Vegetable Broth

Daily Chef Specials

Freshly made for you!

Sunday

- Lunch: Asian Chicken Salad
- Dinner: Pot Roast

Monday

- Lunch: Garlic Herb BYO Macaroni & Cheese
- Dinner: Sloppy Tom

Tuesday

- Lunch: Brisket Sandwich
- Dinner: Chicken Fajitas

Wednesday

- Lunch: Chef Salad
- Dinner: Goulash

Thursday

- Lunch: Pulled Pork Sandwich
- Dinner: Chicken Pot Pie

Friday

- Lunch: Michigan Walnut Salad
- Dinner: Applewood Smoked Salmon

Saturday

- Lunch: Opened Faced Turkey Sandwich
- Dinner: Lasagna Rollup



Fresh to you!

Food and Nutrition Services Menu

Please refer to this menu to assist you in making your meal selections.

Dial 8-3663 (FOOD) to place your order



About Our Menu

The Food and Nutrition Services department proudly offers you our complimentary patient menu. Our goal is to make your stay as pleasant as possible.

Once you have made your selection, please call a Hospitality Service Colleague at 8-3663

Signature Entrées

- Applewood Smoked Salmon**
Served with white rice and broccoli spears
- Homemade Meatloaf**
Served with mashed potatoes, beef gravy, and green beans

Entrées

Served from 10:30a.m. to 7:00p.m.

- Baked Garlic Herb Macaroni & Cheese**
Topped with seasoned breadcrumbs
- Baked Cod**
Served with white rice and broccoli spears
- Herbed Chicken**
Served with mashed potatoes and carrots
- Pulled Pork Sandwich**
Served with mashed sweet potatoes and green beans
- Penne Pasta Bowl**
Served with Bolognese or marinara sauce

Custom for You

- BYO Deli Sandwich**
Choose: Egg, Chicken, or Tuna Salad; Ham; Turkey; Lettuce; Tomato; Onion; Choice of Cheese
- Beef Burger, Grilled Chicken, or Black Bean Burger**
Choose: Lettuce, Tomato, Onion, Pickles, Cheddar, American, or Swiss Cheese
- Chicken & Cheese Quesadilla**
Served with salsa and sour cream
- Cheese or Pepperoni Pizza**

Salads and Sides

Carrot & Celery Sticks	White Rice
Tossed Salad	Mashed Potatoes
Cottage Cheese	Baked Potato Chips
Kernel Corn	Garlic Macaroni & Cheese
Carrots	Mashed Cauliflower
Green Beans	Mashed Sweet Potatoes
Broccoli Spears	Seasonal Fruit Cup

Sweet Treats

Seasonal Whole Fruit	Vanilla Pudding
Peaches, Pears or Pineapple	Lemon Pudding
Applesauce	Chocolate Ice Cream
Orange or Berry Gelatin	Vanilla Ice Cream
Lemon or Cherry Italian Ice	Sugar Cookie
Orange Sherbet	Chocolate Chip Cookie
Raspberry Sherbet	Angel Food Cake with Berries
Chocolate Pudding	Chocolate Brownie

Beverages

Coffee; Regular or Decaf	Lemonade; Regular or Diet
Hot Tea; Regular or Decaf	Juices; Apple, Orange
Iced Tea; Regular or Decaf	Juices; Grape, Cranberry
Hot Chocolate	Skim, 2%, or Whole Milk
Low Sugar Hot Chocolate	Soy Milk, Lactose-Free Milk

SERVICE HOURS

Breakfast	6:30 a.m. to 7:00 p.m.
Lunch	10:30 a.m. to 3:00 p.m.
Dinner	3:00 p.m. to 7:00 p.m.

Requests are taken from 6:30 a.m.–7:00 p.m.
Service hours listed are suggested meal times.
 Family members may assist you in placing orders from outside the hospital by calling 248-858-3663.
 Guest Meals may be purchased for \$7.50 Cash or Credit

If you have questions or need assistance, please call extension 8-3663 (FOOD)

Breakfast Entrées

Available All Day - Gluten-Free Options Available

- Breakfast Sandwich**
Egg, Sausage, and Cheese on an English Muffin
- Build Your Own Omelet**
Ham; Bacon; Turkey Sausage; Choice of Cheese Peppers; Onions; Spinach; Mushrooms; Tomato
- House-made Pancake**
One pancake served with syrup
- Sliced French Toast**
One slice of French Toast served with syrup

Breakfast Sides

- Strip of Bacon
- Turkey Sausage Link
- Scrambled Eggs
- Heart Healthy Scrambled Eggs
- Hard Boiled Egg
- Fried Egg
- Cream of Wheat
- Oatmeal
- Assorted Cold Cereals
- Breakfast Potatoes
- English Muffin or Plain Bagel
- Blueberry Muffin
- Apple Cinnamon Muffin
- Assorted Greek Yogurt
- Assorted Light Yogurt
- Granola

Heart-healthy Vegetarian Gluten-free

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The accent colors will change by region and consist of:



Dysphagia

Fresh to you!

EASY TO CHEW AND SWALLOW DIET (DYSPHAGIA)
DIAL 2-8888 to place your order.

The Food and Nutrition Services department proudly offers you our complimentary patient menu. Our goal is to make your stay as pleasant as possible. Your physician has ordered a diet that makes food easier to chew and swallow. Foods and drinks are identified to fit in four different levels. If you need assistance to understand your diet, we are happy to help.

- Pureed
- Mechanical Ground / Minced & Moist
- Mechanical Chopped / Soft & Bite Sized
- Easy to Chew

Breakfast

- French Toast w/Syrup
- Pancakes w/Syrup
- Waffle w/Syrup
- Scrambled Eggs
- Turkey Sausage w/Gravy
- Breakfast Ham w/Gravy
- Breakfast Potatoes
- Cream of Wheat
- Oatmeal
- Pureed Country Bread
- Pureed Omelet w/Bacon
- Pureed Bacon

Lunch & Dinner Entrées

- Chicken w/Gravy
- Roast Beef w/Gravy
- Roasted Turkey w/Gravy
- Fish w/Lemon Dill Sauce
- Penne w/Marinara
- Penne w/Meat Sauce
- Veggie Burger
- Hamburger or Cheeseburger

Salads & Sandwiches

- Cottage Cheese & Fruit
- Egg Salad
- Tuna Salad
- Chicken Salad
- Deli - Turkey or Ham
- Veggie Burger
- Hamburger or Cheeseburger

Soups

- Garden Vegetable
- Tomato
- Chicken Noodle
- Vegetable Broth
- Chicken Broth
- Beef Broth

****DYS

Fresh to you!

Accompaniments

- Green Beans
- Carrots
- Corn
- Peas
- Broccoli
- Cauliflower
- Penne Pasta
- White Rice w/Gravy
- Mashed Potatoes
- Mashed Sweet Potatoes
- Macaroni & Cheese
- Low-Fat Cottage Cheese
- Peaches
- Pears
- Banana
- Applesauce
- Mixed Berries

Sweet Treats

- Vanilla Ice Cream*
- Chocolate Ice Cream*
- SF Vanilla Ice Cream*
- SF Chocolate Ice Cream*
- Orange Sherbet*
- Lemon Italian Ice*
- Cherry Italian Ice*
- Chocolate Pudding
- Vanilla Pudding
- Cherry Gelatin*
- Orange Gelatin*
- Strawberry Gelatin*
- SF Raspberry Gelatin*
- Angel Food Cake w/Fruit

*If your diet requires thickened liquids, these items may be unavailable

Beverages

- Water
- Milk - 2%
- Milk - Skim, Whole, Choc*
- Coffee, Reg or Decaf
- Hot Tea, Reg or Decaf
- Unsweetened Iced Tea*
- Lemonade*
- Juice-Apple, OJ, Cran, Grape*
- Milk - Soy or Lactose-Free
- Hot Choc-Reg or Sugar-Free*

Breakfast 7:00am to 9:30am
 Lunch 11:00am to 1:30pm
 Dinner 4:00pm to 6:30pm
 If you have questions or need assistance, please call extension 5-6667

HC HOLY CROSS HOSPITAL

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Renal

Fresh to you!

RENAL DIET
DIAL 5-3663 (FOOD) to place your order.

The Food and Nutrition Services department proudly offers you our complimentary patient menu. Our goal is to make your stay as pleasant as possible. This menu meets the requirements of your physician-ordered Renal diet. If you need assistance to understand your diet, we are happy to help.

Breakfast

- House-made Pancake (1)
- French Toast (1)
- Build Your Own Omelet
- Egg and Swiss Breakfast Sandwich

Sides

- Scrambled Eggs or Heart Healthy Scrambled Eggs
- Hard Boiled Egg
- Turkey Sausage (1)
- Cream of Wheat
- Oatmeal
- Assorted Cold Cereals
- Blueberry or Apple Cinnamon Muffin
- English Muffin or Plain Bagel
- Assorted Greek or Lite Yogurt
- Granola

Lunch & Dinner Entrées

- Chicken Breast
- Applewood Smoked Salmon
- Penne Pasta w/ Butter Sauce and Chicken
- Baked Cod
- BYO Chicken or Vegetable Quesadilla
- Grilled Chicken Breast Sandwich
- Beef Hamburger
- Pulled Pork Sandwich
- Meatloaf

Custom For You

Any deli creation served on white bread accompanied by choice of leaf lettuce, sliced onions, mustard or mayonnaise. Gluten-free bread is available upon request.

- 1/2 Egg Salad Sandwich
- Turkey
- Tuna Salad
- Chicken Salad

Heart-healthy Vegetarian Gluten-free

****REN

Fresh to you!

Soups

- Chicken Noodle Soup
- Chicken Broth
- Beef Broth
- Vegetable Broth

Accompaniments

- Broccoli
- Carrots
- Corn
- Green Beans
- Mashed Cauliflower
- Celery and Carrot Sticks
- Tossed Salad
- White Rice

Sweets

- Fruit Cup
- Diced Peaches or Pears
- Applesauce
- Chocolate Chip Cookie
- Sugar Cookie
- Angel Food Cake Topped with Berries
- Lemon or Cherry Italian Ice
- Orange or Berry Gelatin
- Orange/Raspberry Sherbet
- Apple

Beverages

- Apple, Cranberry, or Grape Juice
- Regular or Diet Gingerale
- Lemonade
- Sugar Free Lemonade
- Regular or Decaf Hot Tea
- Regular or Decaf Ice Tea
- Skim, 2%, Whole, or Chocolate Milk (4oz only)

Heart-healthy Vegetarian Gluten-free

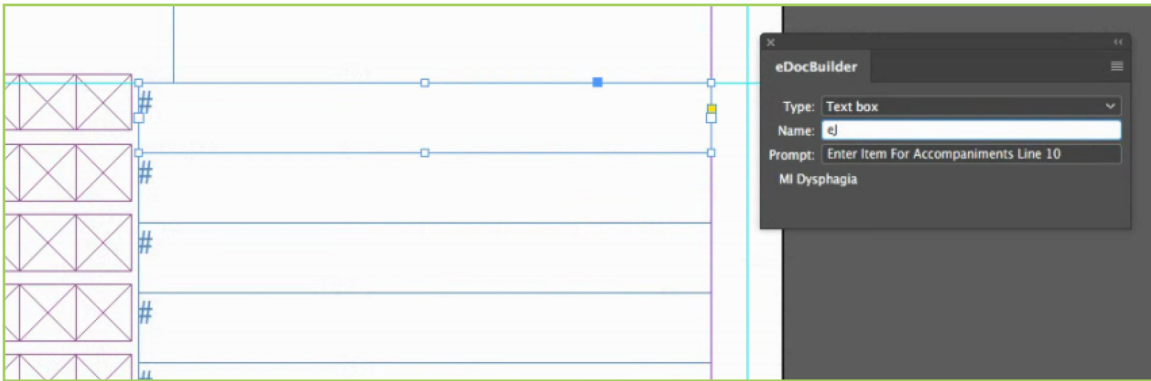
Breakfast 7:00am to 10:00am
 Lunch 11:00am to 2:00pm
 Dinner 4:00 p.m. to 7:00 p.m.
 If you have questions or need assistance, please call extension 5-3663 (FOOD) or 734-655-3663

ST. MARY MERCY LIVONIA
 part of Trinity Health

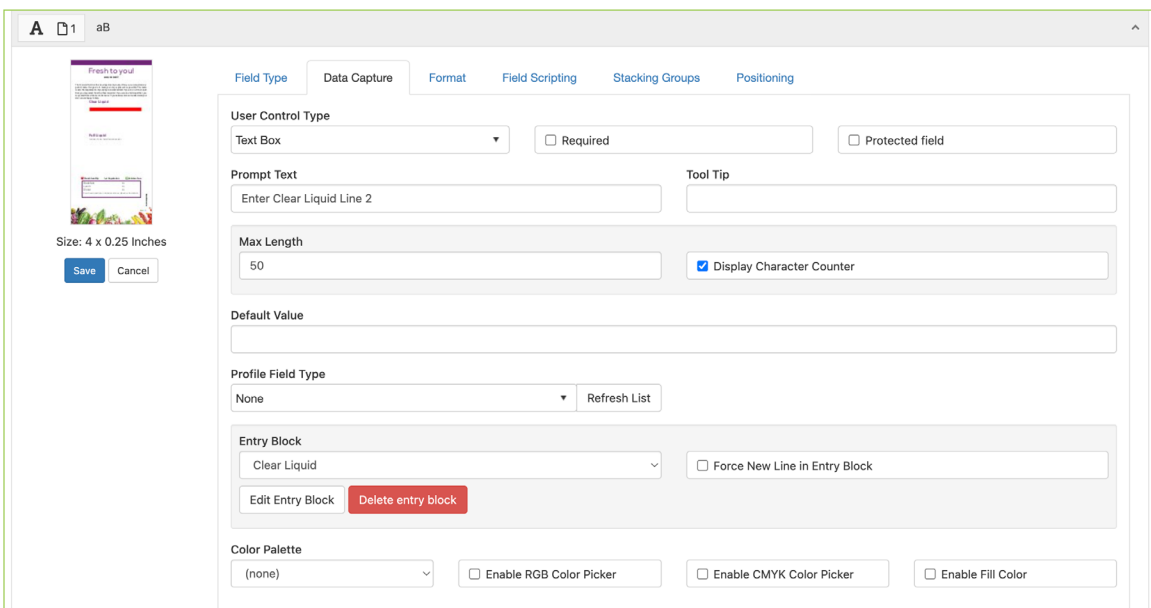
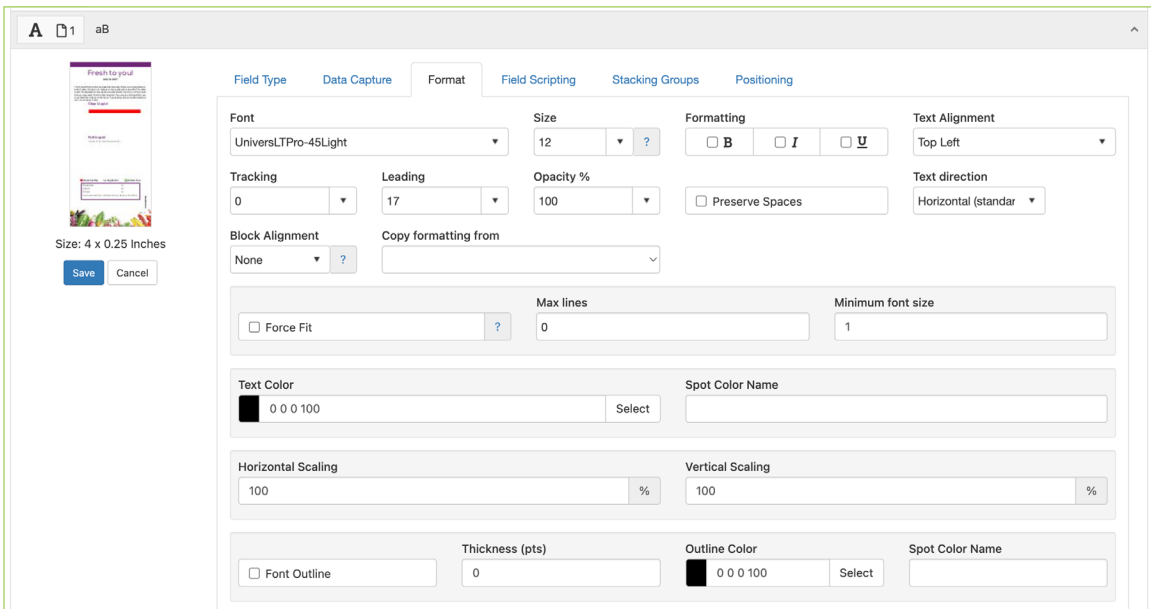
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Developing the Menu for use

Pressero requires certain steps for menus to be utilized as base templates for the site usage. Each text and image area needs to have instruction added in InDesign to make it react properly in Pressero.



After the menu base is built in InDesign, it gets uploaded to eDoc Builder and goes through “Coding” prep for each line for text and art. Logos and art are also assigned at this stage.

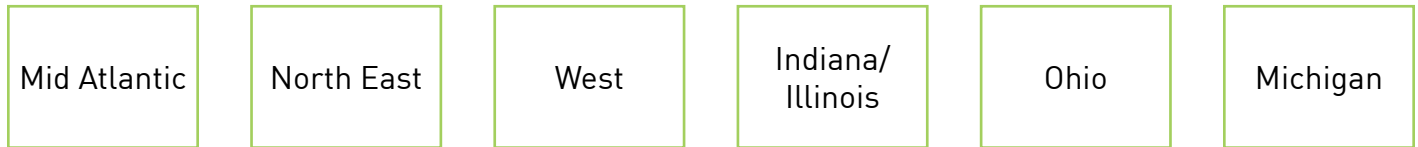


The process is extremely time consuming. The software is designed to utilize up to 100 lines of customizable information we are over 600. To do this we utilized freelance designers and others who had any prowess on a computer and taught them to go through the “Coding” process. Alone, a normal regular menu would take in excess of 50 hours to complete.

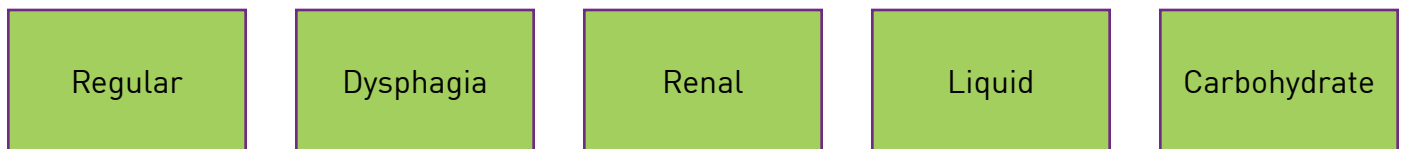
Mapping the Site

We decided to separate the maps into regions and were able to utilize that regions color in the design. Each region would have one login for menu creation, so menus could be ‘borrowed’ and altered for more than one location.

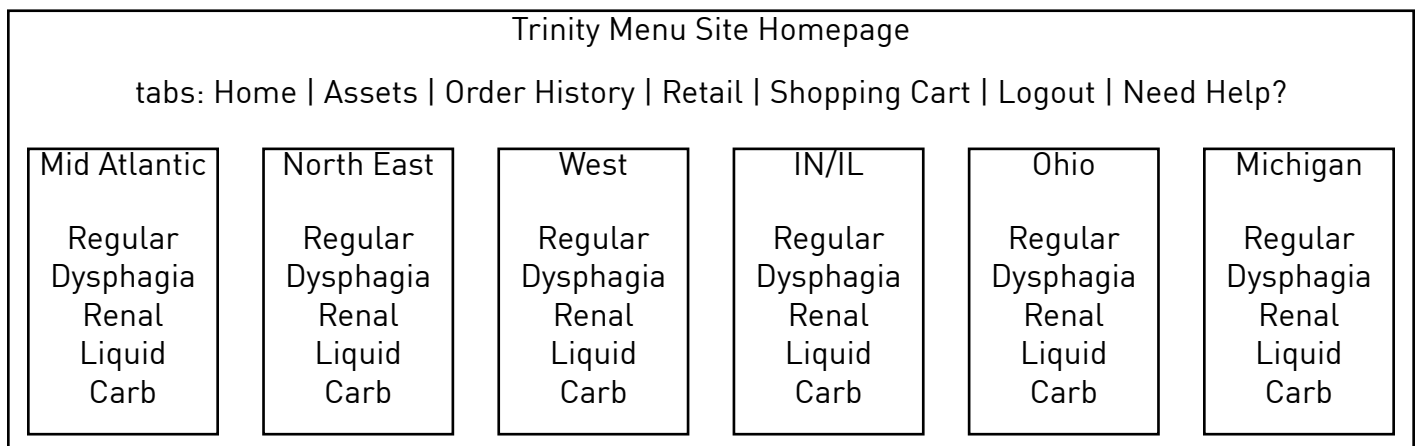
Starting with the Regions:



Then the menus



The Homepage ultimately looking like:



Users and Resources

Users The site will utilize a ‘Shared User’ system. The files created belong to the user, and are inaccessible to other users. As many locations have similar menus, using a shared approach will allow locations to use completed menus from other locations and save much time.

Approvers Regional managers will be set as Approvers and will have to sign off on each order created.

Resources A Menu User Guide has been created and put on the home page of the site under the Assets tab. It will contain all instructions for using the site, Checklists for Quality Control, and Maps of each menu showing the text placement, character counts, and flow of each menu. A user PowerPoint was created for Trinity’s intranet training as well.

Trinity’s Additional Requirements

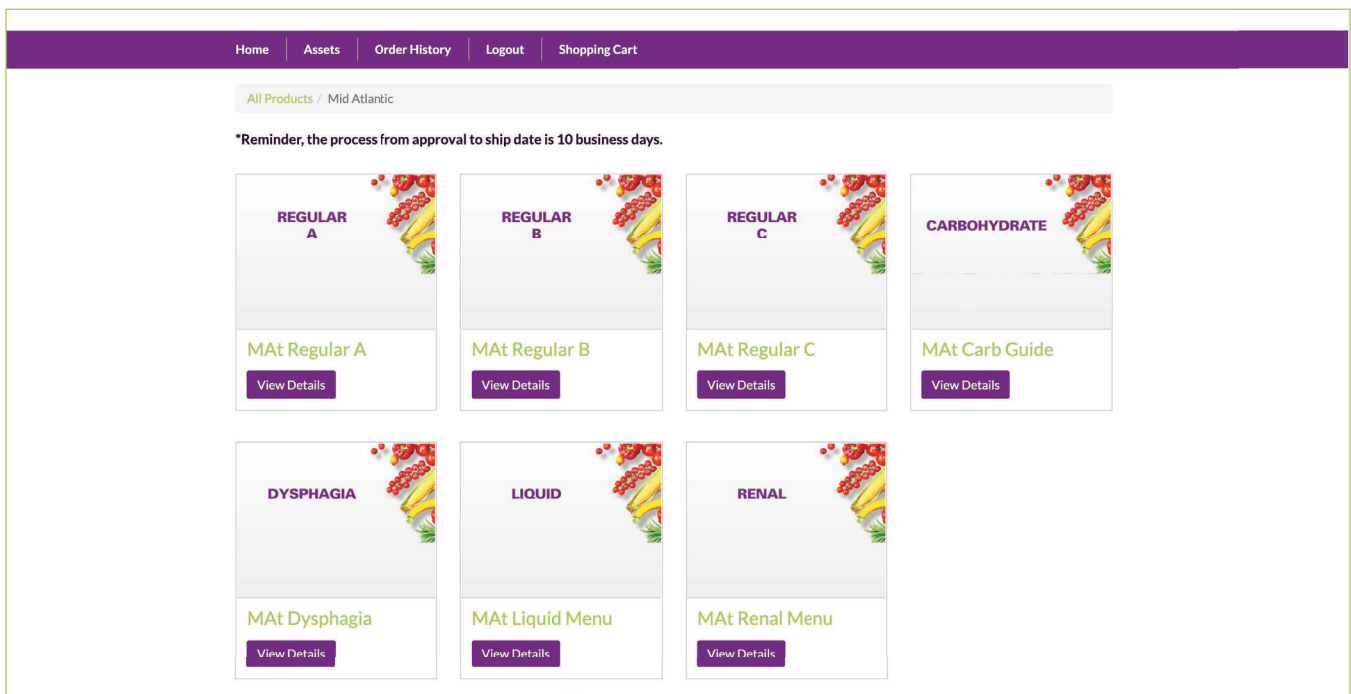
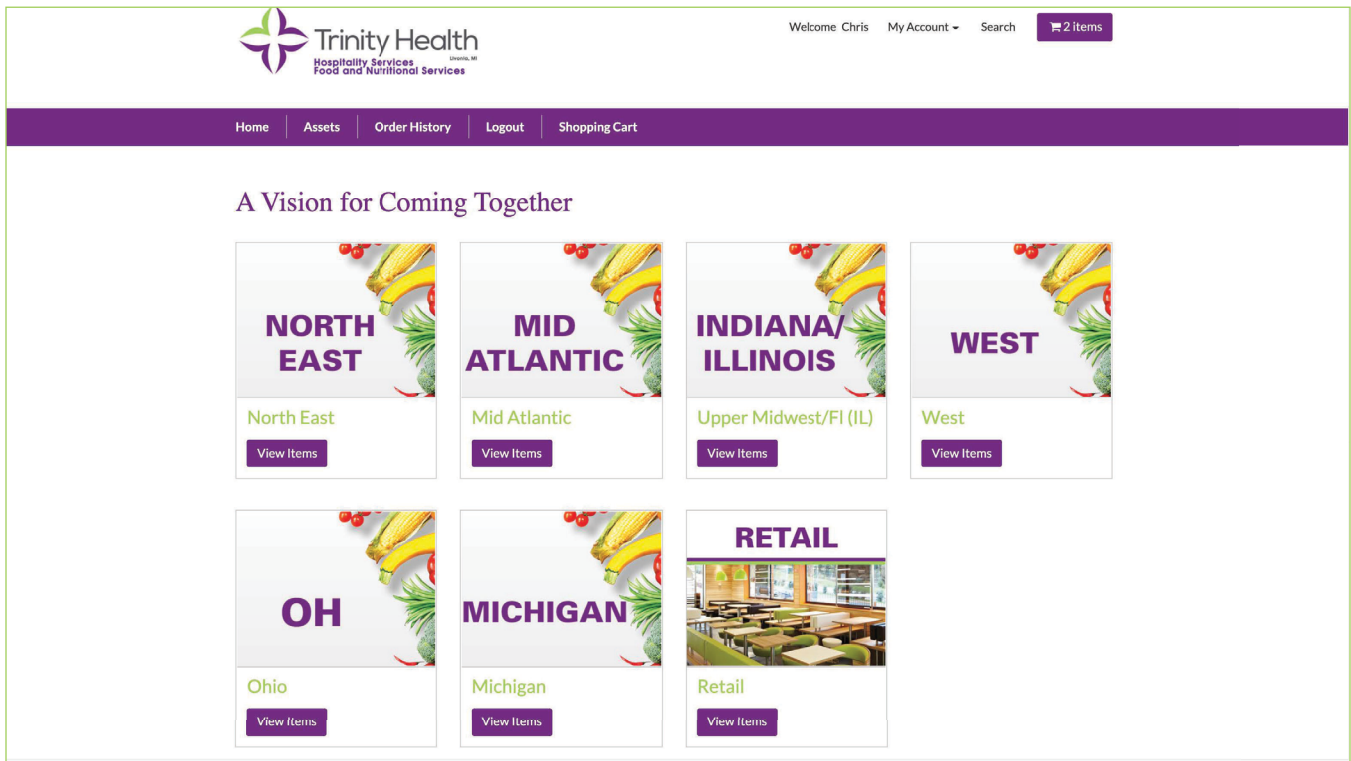
Approval System After several attempts at a multi-tier approval system, the complexity pushed us to a single tier approval. The system allows for download of proof files that can be circulated internally for proof reading. After the menus have been cleared internally, the order is submitted prompting approval. The Regional Manager then gives the final stamp before the order is released.

Support Emails have been added to the site under the Need Help tab for any needs

Order History So users can easily find and re-order previous menus

The Final Product

We did finish the project and launched the site on time. Even with various setbacks, shifting needs, and a major re-design, it launched with great success. Highlights below.



MAT Regular B



Unit	Description
Each (1)	

Quantity:

Selection:

Ship To:

Name Your Job (optional):

Additional Instructions:

[Customize Order](#)



Please enter information for your specific menu items.
 Each menu line will allow you to add text
 Each Nutritional icon selection will allow you to place the appropriate icon adjacent to the menu item description.

Page: Preview Size:

[Cancel](#) [Save for Later](#) [Update Preview](#)

All required items complete

Box 1:

Add Nutr Logo for Entrees Salads Line 1 Box 2:

Add Nutr Logo for Entrees Salads Line 1 Box 3:

Enter Entrée Salad Item Line 2: (27 of 50 Characters)

Enter Entrée Salad Item Line 3:

0 of 50 Characters

Add Nutr Logo for Entrees Salads Line 2 Box 1:

Changes Detected! [Update Preview](#)

Entrée Salads
For the healthiest and freshest meals

Chopped Salad

Soups

Daily Chef Specials

Sunday
Lunch:
Dinner:

Monday
Lunch:
Dinner:

Tuesday
Lunch:
Dinner:

That's Healthy

We encourage everyone to eat a well-balanced diet with a focus on a variety of food groups that nourish your body and spirit. To enhance your health, we recommend the following steps in selecting your meals:

- Focus on consuming a variety of foods and start with small changes to build healthier eating styles.
- Limit the amount of food consumed to balance calories with activity.
- Select nutrient-rich foods.
- Consume at least five servings of fruits and vegetables each day, including fresh seasonal produce when possible. Try to fill half your plate with fruits and vegetables.
- Fill 1/4 of your plate with grains and make half of your grains whole grain.
- Choose low-fat or fat-free dairy products.
- Select protein-rich foods, including lean meat, poultry, fish and plant-based proteins.
- Restrict foods and beverages that are high in saturated fat, sodium and added sugars, as well as those that are highly processed, contain trans fat, or high fructose corn syrup.

Your doctor may have ordered a special diet for you. Our team will help you make menu choices based on your doctor's order.

- Heart healthy items are designated with a ♥. Entrees, sandwiches and salads with ♥ are limited to:
 - <900-700 mg of sodium
 - <600-700 calories in a serving
 - <= 10% of saturated fat per daily allowance of calories
- Many foods without added sugar, fat and those that are gluten free

Page: 1 | Preview Size: X-Large

Cancel | Update Preview

Enter information for all required fields

Where to Dial To For Placing Order *
DIAL 2-8888 to place your order.

BREAKFAST
Enter Item For Breakfast Line 1
Eggs and Avacado
16 of 27 Characters

Add Icon for Breakfast Line 1 Box 1
blank.pdf

Add Icon for Breakfast Line 1 Box 2
blank.pdf

Add Icon for Breakfast Line 1 Box 3
blank.pdf

Add Icon for Breakfast Line 1 Box 4
blank.pdf

Enter Item For Breakfast Line 2
0 of 27 Characters

Add Icon for Breakfast Line 2 Box 1
blank.pdf

Add Icon for Breakfast Line 2 Box 2
blank.pdf

Changes Detected! | Update Preview

Fresh to you!

EASY TO CHEW AND SWALLOW DIET (DYSPHAGIA)


DIAL 2-8888 to place your order.

The Food and Nutrition Services department proudly offers you our complimentary patient menu. Our goal is to make your stay as pleasant as possible. Your physician has ordered a diet that makes food easier to chew and swallow. Foods and drinks are identified to fit in four different levels. If you need assistance to understand your diet, we are happy to help.

- Pureed
- Mechanical Ground / Minced & Moist
- Mechanical Chopped / Soft & Bite Sized
- Easy to Chew

Breakfast

Lunch & Dinner Entrées



Welcome Chris | My Account | Search | 2 items

[Home](#) | [Assets](#) | [Order History](#) | [Logout](#) | [Shopping Cart](#)

Shipping

Ship To Ship to multiple locations

Site Manager, Healthy for You, 123 Healthcare St, Anywhere, MO

Site Manager
Head Dietician
Healthy for You
555-555-5555
food@hfu.com

123 Healthcare St
Anywhere, MO US 63125

Shipping Method
Standard Ground

Continue

ABOUT US

Building People. Centered Health.

CONTACT US

Ph: 734-343-1000

MENU

\ Products

MENU

\ Profile

What I Learned

I learned several things from this project that have made later projects run much more smoothly.:

- Naming the text boxes in InDesign. I found out that items get exported in alphabetical order, which does NOT fit the final working version. It leaves the items in an order that is impossible for filling out forms. Rather than moving the items individually and keeping track of the 600 plus items and their orders, I renamed all of them using an Alpha-Numeric naming. That brought most things in correctly, and literally saved weeks of work.
 - Getting designs through the approval of the Marketing Department can be a challenge. I have found that keeping explanations succinct about limitations of software and placement of logos or the final print process will go a long way. Being flexible helps.
 - Notifications. This was something that escaped our attention until orders started rolling in. Be sure to do plenty of testing in advance.
 - Managing time with internal deadlines and a crew of hired help can be a challenge. Be realistic about the time it takes to do the coding tasks and give it more time than it should take. It almost never goes better than expected. Get consistent updates.
 - This was my first experience with C-Suite from a large corporation. I learned they are more receptive to questions than I was led to believe (by the sales team). When you are executing their vision, do not be afraid to make sure you are clear on instructions and reach out if you are not. Working through issues like that can often save a lot of time and keep you from straying on a bad path.
 - Do not doubt your own ability to creatively think through established processes. I was able to take a system designed for a fraction of what I was asking it to do, and use it in ways the support team had never thought of. They kept a close eye on what we accomplished and have added levels to support it.
-