

Teammate Recognition

Traveling Trophy Program

The Morrison Healthcare teams at UM Baltimore Washington Medical Center, UM Shore Health Easton, UM Charles Regional, UM St. Joseph Medical Center, UM Upper Chesapeake Medical Center, and UM Medical Center Downtown rolled out a new Traveling Trophy program in January, spearheaded by the Patient Experience team. Each quarter, a trophy is awarded to the nursing unit who has the highest percentage increase of their Press Ganey scores, for both 'Quality of Food' and 'Nursing Communication' or 'Staff Worked Together to Care for You.' The winning nursing unit becomes the trophy holder for the quarter and receives a certificate and catered snack to celebrate with their team.

Morrison collaborated with each hospital's marketing team to publish the successful events in their newsletters. We also sent out a quarterly report card to all nurse managers and leadership that showed a snapshot of score improvements, Press Ganey comments and new initiatives. The Traveling Trophy program has been an exciting addition to our nursing engagement strategy. It has aided in our nursing relationships, including communication, collaboration, and supporting our services. It creates friendly competition between nursing units to strive for improvement, and best of all, shows our gratitude for nurses and their collaborative efforts to care for our patients.



UM Upper Chesapeake Medical



UM Shore Health Easton



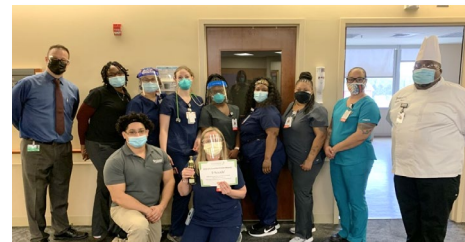
UM St. Joseph Medical Center



UM Baltimore Washington
Medical Center



UM Medical Center Downtown



UM Charles Regional

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UM Rehab & Ortho

Pantries play an important role in the care and healing of patients. A patient may go 13 to 14 hours before their next scheduled meal, and pantries can provide sustenance through those overnight hours. We decided to dedicate consistent staff and resources to the upkeep, stocking, and preparation needs of our pantries. With this approach, we can assure that we are providing great service to patients and nursing staff.



We've also set a standard of quality to assure that food is displayed well, labeled, and dated for proper rotation, and established a frequency of visits throughout the day to assure the needs of the pantries and patients are met. This is Jonathan, one of the dedicated team members who helps our patients heal better. Food is medicine.

UM Shore Health Chestertown

Rounding helps us find what we can improve on and helps tell us what we are doing right. During one of our rounds, we had the pleasure of talking to a patient who was not from the area and ended up at the hospital. He said, "I had heard that the food was not that great before, but I think you guys have really turned this food around from what I see and hear. I have not had a bad meal yet." He even offered to write a letter noting his satisfaction. We thanked him for the thought and said it is our pleasure to serve great food. That is all the thanks we need. We mentioned that if he felt this strongly about the quality of food that he could remember us when he receives the survey in the mail. He stated, "I sure will." If it was not for rounding, we would not have gotten this feedback.

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UM Charles Regional

There are many moving parts to the patient dietary interaction at UM Charles Regional Medical Center. We focus on making sure the patient gets what they want the first time. This is accomplished in many ways, but it all starts with the nursing-dietary partnership. As a department, we make sure that nursing has the **menus on hand** if a patient has not received one so there is no delay in the ordering process. We also make sure when rounding that we talk with nursing about any patient who has made a complaint to better serve that patient. Our Patient Services Manager, Joaquin (Pedro) Martinez, makes sure to round on the new admissions daily so they are aware of what we offer and identify if there is anything we may do to make their stay better.

The next piece is the **interactions staff members have with the patients** throughout their stay at the hospital. After the patient has received a menu, the Diet Clerks either visit or call the patients for their meal orders. This is a critical part of what we do to ensure that the patient is happy with the meals that they have delivered. The patient can choose what they want with the help of the Diet Clerk. This also eliminates the need to make another tray for the patient because they did not receive something they wished not to eat. When the food is delivered, our staff makes sure to assist the patient with their needs for the meal. This could be just showing them the meal by lifting the dome off the plate or it could be opening the beverage or condiment packages for them as well. It's also very important to pick up trays in a timely manner so they do not just sit in the patient's room.

Quality food is a very important aspect as well. The cooks make sure to follow Morrison recipes that are prepared the same way every time. Maintaining proper temperature is key, as the trays needing to be hot when delivered to the patient. We track this through our test tray program and evaluate our product for temperature, taste, and appearance. This is very important as we always "eat" with our eyes before we consume the food. Another way we work with nursing is doing what we call Power Plates. That is when we take a tray to the nurse's station and let the nurses evaluate our food and give us feedback. This has been very helpful as it has pointed out some errors that have been made in the preparation of the food that then is corrected with the cooks.

The dietary department has many moving parts and with the great team and the collaboration with nursing, our service continues to improve.

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UM Shore Health Easton

Patient menu tasting asks for Feedback “Power Plate service in the Marketplace”

Goal: Our standard is 4 Power Plates per week – one per manager, per unit. This results in between 5 and 8 returned surveys.

Results:

We handed out 30 samples and received 12 surveys back.

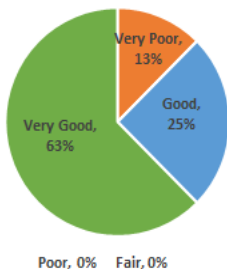
How did the food taste?



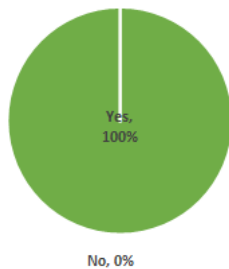
How did the dessert taste?



How was the temperature of the food?



Would you recommend to your patient?



Best Practice:

On February 3, we held our Power Plate presentation in our Marketplace to solicit feedback from as many UMMS team members as possible. On the menu for the day was garlic herb pork loin with vegetable demi-glaze, mashed potatoes, and seasoned green beans. For dessert, we served miniature strawberry shortcake parfaits.

We offered paper surveys in addition to a QR code linking to the survey.

Lessons Learned:

Next time we will market the event with flyers and during rounding on the floors to attract a larger sample of the survey. We are also adding a guest entry into a raffle/sweepstakes upon submitting a completed survey; this may attract a larger sample size as well and add an element of fun.

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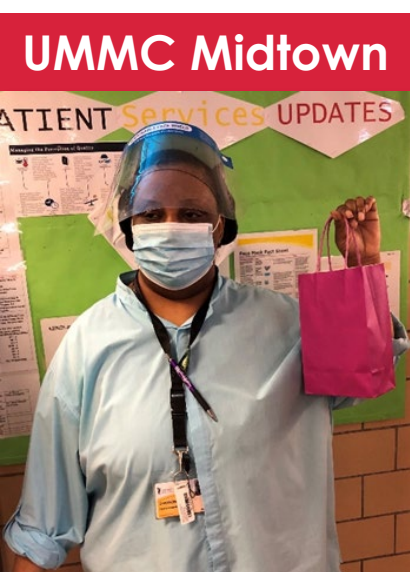
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UM Baltimore Washington Medical Center



We rolled out the traveling trophy program in January and awarded it to 5W! Each quarter we will award the unit with the highest percent increase for two Press Ganey questions: Quality of Food and Nursing Communication. The Morrison team, Food Service Director Michelle Mooney, Executive Chef Patrick, Patient Services Manager Lana, and Patient Experience Manager Hailey, visited the unit and delivered the trophy to the nurses.

One of the comments we received from 5W was "Everyone complains about hospital food, but I found it to be of a good quality and variety." Nurses are vital to ensuring the delivery of safe, effective, and compassionate care across every sector of health care. Our Food and Nutritional Services department thanks nurses and staff for the collaborative efforts to deliver our patients nourishing meals.



The Patient Services team has been taking components of the Patient Dining standards and focusing on sections for compliance. The team has been doing a great job embracing the standards and working through the challenges to achieve them. Progress has been evident by the positive encounters experienced through patient rounding and highlighted by the fact that patients have been able to refer to their hostess by name. We also have implemented an amenity bag and card that we provide to patients upon service recovery when we did not meet their needs at the time of service. This has been well received, and one patient stated how appreciative she was that we cared. Our hostess Shannon is pictured with an example of the amenity bag.

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UM Medical Center Downtown



UM Medical Center Downtown management staff perform daily rounds on their assigned units. Each manager visits patients upon admission to share the foodservice program with the patient. Our management team will gather feedback from the patient's meal including temperature and quality of their food. Responses are recorded in Myrounding so that all managers can see the overall responses of the patients. Rounding by the management team has become a part of their daily routine.

Chef Ron joined the UMMS family with Morrison Healthcare after a 20+ year career in the food & hospitality industry. He held previous executive chef roles at Double Hilton Royal Sonesta and Intercontinental Harbor Court Hotel. When he can take a break from the kitchen, Ron enjoys sports, reading, and spending time with his wife, Emily, and son, Jordan.

One day Ron was performing rounds on his assigned unit, he visited with a patient who commented on how much he liked our food. The patient went on to say that the staff have been so nice and accommodating. As Ron was talking to the patient, he commented on how nice and clean his uniform was and that he really liked his chef toque. Before Ron could say anything else the patient asked, "Hey chef do you think I could have one of those chef hats?" Ron was humbled by this request and immediately went to retrieve a fresh chef toque for the patient; which Ron autographed. When Ron returned with the chef toque, nursing staff personally thanked Ron for being so kind. Again, Ron was overwhelmed with the response from this patient and how thankful this patient was for such a small gesture. Ron gave the patient his business card before he left the room and wished the patient well.

You never know how much of an impact a small visit can have on a patient. We are so thankful for chef Ron's work and the impact he makes on the patients at UMMC. Rounding does work!

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Scheduled Weekly Management Meeting Best Practice Tip

Goal: To evaluate what has been accomplished, what is due to be completed, and what roadblocks and/or challenges are anticipated. Our meeting is intended to ensure all projects stay on track and to give management the chance to intervene early if problems arise.

Importance of Scheduling:

Scheduling is the art of planning your activities so that you can achieve your goals and priorities in the time you have available. When it's done effectively, it helps you understand what you can realistically achieve with your time. It also helps you work steadily toward your personal and career goals.

Tips:

To run an effective meeting, prepare participants beforehand. Inform them of how they are expected to contribute. Consider starting the meeting with a focus on the positive, such as milestones that have been met or are ahead of schedule. This way, participants will feel motivated to be engaged in the conversation. Avoid Mondays as your regular meeting day; choosing to meet in the middle of the week, on Tuesday or Wednesday, gives participants time to get ready for the meeting and to work toward specific objectives in the days that follow.

UM Prince George's Hospital Center

At UM Prince George's Hospital Center, it is a best practice to check in with our Nursing Unit Clerk about changes to patient diet orders, patient discharges, etc. to provide the best care for our patients. Pictured is our Nutrition Technician, Karen.



UM Upper Chesapeake

3 Ultimate Rules for Scheduling Meetings

- Don't schedule too far in advance; ideas peak excitement
- Timing specificity gets things done quicker; communicate regularly and with specificity
- Agendas drive attendance and planning; meetings should have a purpose

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UM Shore Health Dorchester

At UM Shore Health Dorchester, we have identified 3 categories of best practices:

I. KPIs

Ensuring that the areas of tray accuracy, tray timeliness, and tray delivery are closely monitored to bring consistency to our level of service. We do not have access to domed hot-plates so this area is especially important. Checking-in daily with the tray line starter to ensure proper preparation for an efficient flow during service.

II. Culinary & Execution

Proper monitoring of kitchen equipment and its functioning with prompt resolutions to any issues that require the attention of facility work orders. Also establishing a good rapport with maintenance staff to expedite fixes to problems that might require immediate attention. The use of production (tally sheets) and communication with dietary regarding any confusion with meals. The evaluation of weekly test trays and reporting back to culinary with results to have an honest discussion if need be.

III. Engagement (Staff, Patients, Nursing)

We have a 4-point checklist memo for associates to refer to daily that outlines tray-server protocols. Utilizing shadow reports to follow associates and truly listen to the interaction. Producing a daily census report from My Dining and visiting 80% of new patients within 24 hours. Speaking with and establishing rapport with nursing staff to get feedback about patients who cannot be rounded. While rounding asking open-ended questions and engaging patients swiftly. Also, utilizing "power plates" with nursing staff to receive honest feedback.

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UM Harford Memorial

Driving patient satisfaction at UM Harford Memorial relies on a significant number of tasks by each team member with every person, in every encounter, every day. However, the main driver behind everything we do is based on clear and consistent communication with our patients.

- Each team member who encounters a patient is trained to interact in a positive and upbeat manner, this begins with a warm greeting.

"Good morning, Ms. Johnson. I have your dinner tray that was prepared just for you by Chef Irene."

- The Host/Hostess presents the plate to the patient, removing the dome cover. This presentation allows for a "wow factor" and helps create the impression of a restaurant dining experience.

- If the patient's expectations are not met, we strive to give the patient the opportunity to tell us immediately so that we can make a correction without delay.

- If there is a discrepancy between the patient's expectation and the food or service we provide, the team will offer an apology, promise to correct the identified issue, give a clear statement of what action will be taken, and the time by which it will be completed.

By implementing this practice, we hope the patients feel our personal commitment to them as an individual.



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UM St. Joseph Medical Center

Patient Experience Training

Paperwork:

First, team members complete their new hire employment paperwork online, inclusive of their I-9s. They are informed of what time to arrive, what to wear, where to park, and that will join the rest of the team for a group lunch on the first day.

Training:

New team members then attend in-person new hire sessions where they are trained on MyGreat Start, DAWSO, Hazard Communication Standards, Bloodborne Pathogens, COVID, Allergies, MyDining and MyDelivery; receive their building ID cards; take a tour of the building; learn about where to park; and get sized for their uniform slip-resistant shoe orders. During this time, they also observe a Gr8 Start pre-shift and a lunch service, and learn how to punch in/out on the MyStaff time clocks.

Shadow:

After three days of in-person modules, tours, and training, new Patient Dining Associates then complete six days of shadow shifts with a trainer to learn the ropes. Before being released to work a shift on their own, they must pass a manager shadow report with an 80% or higher passage rate.



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