



UNIVERSITY of MARYLAND  
MEDICAL SYSTEM

ONEUMMS

## Meet Morrison Healthcare April 20, 2020



Dear UMMS Team Members,

We are excited about serving as your new partner for Food and Nutritional Services. The new Morrison Healthcare team is dedicated to promoting healthy, high-quality, and knowledgeable food choices. We are excited about joining the UMMS organization and look forward to working with you to further improve the programs and services you provide to the patients and staff at the University of Maryland Medical System.

In preparation for the May 1 go live, we have a large support team working with us to assist with the transition. Morrison Healthcare is taking all the necessary steps to address the impact of COVID-19 on our health care partners. We are committed to ensuring a safe foodservice environment for our patients, caregivers, and associates. To that end, we are following the guidance provided by the CDC, WHO, and recent guidance released by UMMS. As health care providers across the country continue to battle the coronavirus, we're using the Power of Food to offer patients and caretakers comfort during these challenging times.

Our #1 priority is communication and we plan on sharing newsletters leading up to the May 1 go-live to ensure you understand what changes are being implemented, planned, and how you will contribute to all of our success.

Once again, thank you for welcoming us and working alongside our new management teams as we strive to take Food & Nutritional Services to a new level of excellence.

*Chris LeFave*  
*Regional Vice President*  
*Morrison Healthcare*



# MORRISON HEALTHCARE

Morrison Healthcare brings 100 years of health care experience to UMMS and shares your commitment to increase employee engagement and improve patient satisfaction scores. We proudly serve more than 800 hospitals and health care systems across the country and will implement a retail strategy to help you meet your goals for patient and employee satisfaction and financial sustainability. You can learn more about our approach to food service [in this video](#).

## THE POWER OF FOOD

At Morrison Healthcare, we truly believe in The Power of Food.™ Every day we see how it helps boost physical and emotional health for patients, hospital staff and guests while increasing reimbursements and satisfaction scores for hospitals.

Find out more about who we are and our partnership with UMMS, by visiting [OneUmms.org](http://OneUmms.org), or clicking below!

WE BELIEVE IN  
— THE —  
**POWER  
OF FOOD**

Morrison Healthcare leads the way in healing and wellness through food starting **May 1!**

[Click here to learn more >](#)

This is what you'll see on *The UMMS Insider*

**Announcements & News**

**COVID-19 RESPONSE**

**UMMS COVID-19 Updates, Resources & Info**  
Review updates regarding UMMS approach to COVID-19 preparedness and response.

- Employee Temperature Screening Begins (4/17)
- Updated Testing Guidance (4/10)
- PTO, Premium Pay and Staffing Policies (4/7)
- Universal Masking/ Expansion/ Conservation (4/6)
- Employee Health Plan COVID-19 Coverage (4/1)
- Child Care Policy & Resources (3/30)
- Employee Wellness and Support

**HOME OF THE BRAVE**

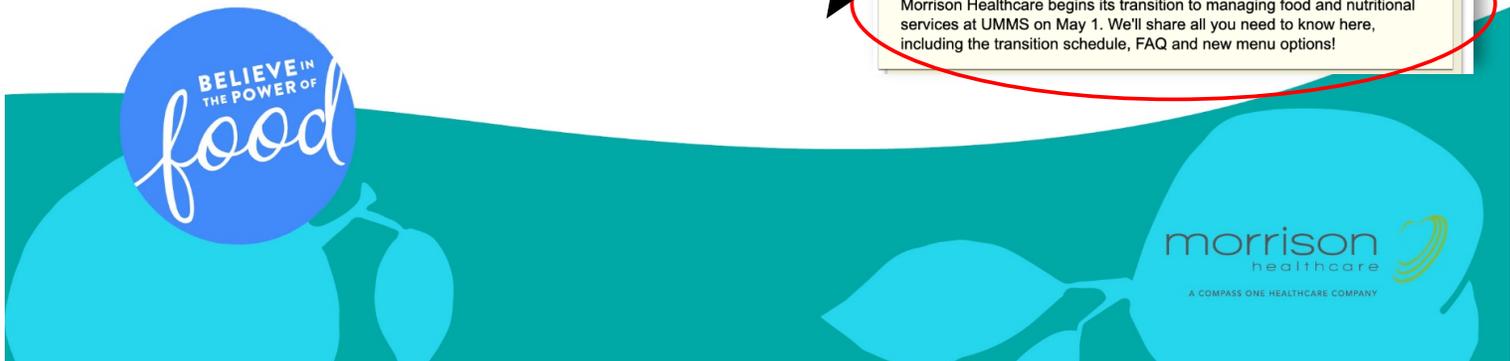
**A Message from Dr. Suntha: Home of the Brave**  
The last two months have shown us what we can accomplish as a unified System. You have demonstrated innovation, teamwork and an unwavering commitment to our patients, community and each other.

**UMMS News Now**

UMMS News Now is a weekly publication highlighting the media coverage of the University of Maryland Medical System and its 13 hospitals. [See the April 17 issue](#) to learn about the great things happening across the Medical System.

**morrison healthcare**

**Changes Coming to Food and Nutritional Services**  
Morrison Healthcare begins its transition to managing food and nutritional services at UMMS on May 1. We'll share all you need to know here, including the transition schedule, FAQ and new menu options!



# WHAT YOU CAN EXPECT FROM US...

We are eager to serve UMMS patients, families, and staff and have compiled a list of things you can expect at all levels of your organization.

- Our first priority is patients. Patient safety will always be our #1 focus.
- We are excited for this new partnership, and expect to go live with all services (patient, retail, catering) on May 1, June 1, and July 1— respectively.
- We plan to enhance the dining experiences through a series of refreshes within our cafés, including: new feature stations, new and updated menu offerings (including “Pop Up” stations), signage to “freshen up” the foodservice and dining areas, and more.
- Our service will exceed expectations, but it is fair to note that the first 30-60 days will operate at a more conservative level until all permanent positions are filled and we are able to truly assess staffing needs.
- All Patient Satisfaction regulatory checks related to allergy/dietary needs will be put in place.
- Programs such as MyDining, will still be implemented, as promised. MyDining allows patients to enjoy a seamless ordering experience, ensures the safety of patients, and is both efficient and easy-to-use by our patient dining associates. Click here for more information: [MyDining Overview](#).
- Note that some retail offerings may be limited due to safety concerns surrounding COVID-19.

