

## BOOST PATIENT SATISFACTION



Morrison Healthcare is uniquely geared to foster bold ideas and innovation in the food service management industry. Our culture fosters the ability of our associates to provide solutions that address your needs with speed, substance and a success rate that no one else in the industry can rival.

### **OLIVE VIEW-UCLA MEDICAL CENTER**

One of four hospitals in the Los Angeles County Health Services system, Olive View-UCLA Medical Center is an acute-care, suburban hospital serving the San Fernando, Santa Clarita and Antelope valleys. The 377-bed, not-for-profit hospital located in Sylmar, California, provides a full range of medical-surgical inpatient and outpatient services.

All physician faculty members at Olive View have UCLA academic appointments, and the hospital trains residents in 22 medical specialties. Founded in the 1920s as a tuberculosis sanatorium, the current hospital building opened in 1987.

Patients and family members consider everything from physician availability and nursing care to clean floors and good food when rating their overall satisfaction with a hospital experience. Olive View-UCLA utilizes Morrison's Hospitality Plus food services program which allows patients . . .



24  
point increase in  
percentile ranking

## RESULTS

At the end of October 2013, Press Ganey survey results placed food services' satisfaction in the 69th percentile. The October 2014 ranking was in the 93rd percentile—a 24 point increase in percentile ranking!

## HOW SUCCESS WAS ACHIEVED

The challenges the five-member Morrison management team faced were not unique – engaging the food services' 82 union-based staff members and the garnering support of hospital staff, particularly nursing, as changes were implemented. The improvement they achieved was exceptional.

Management committed to increasing communication; building relationships; being visible and readily available; and recognizing great service both verbally and with a \$100 gift card when a staff member was mentioned in a Press Ganey survey. Specific implementations included:

- Tasting of the sampling of the new menu by food services' staff
- Education to improve understanding of menu
- Best practices around order taking
- Customer service refresher course
- Open house tasting for nursing staff

- Assessment of staff assignments and appropriate reassignments
- Staff members passing trays versus using a hospitality cart
- New menu: eliminated less desirable items and streamlined production
- Daily patient visitations to increase visibility and take action on real-time feedback



You can make a positive impact on **HCAHPS** scores with food. As an integral part of the healthy hospital experience, great food service can improve patient and staff perceptions— which leads to better scores and outcomes as well as higher reimbursements.



Research, consumer insights, and analytics create more transparency, greater cost effectiveness, and the ability to stay ahead of nutrition and dining trends.



MODERN HEALTHCARE  
**BEST PLACES TO WORK** 2014

5th consecutive year

validates our commitment to our people, superior food, and positive experiences.



**MORRISON BELIEVES IN THE POWER OF FOOD**

Its power to advance a healing and healthful mission.

Its power to connect, comfort, restore, and rejuvenate.

For more than 65 years, we have specialized in healthcare food service.



Visit [morrisonhealthcare.com](http://morrisonhealthcare.com) for more information on the tools and services we would be honored to provide to your organization.