

CASE STUDY

# Best Practices Spotlight: MUSC Nurse Partnership Survey

At MUSC, the Nurse Engagement team identified an opportunity to improve nurse satisfaction by identifying key dissatisfiers to workflow through a Nurse Partnership Questionnaire.



## Clinical Caregiver Pain Points:



Soiled tray pickup



After hours and weekend meal options for late shift caregivers



Wait times on the phone related to tray inaccuracy or no tray



Nourishment room process and stock



Time-consuming escalation process

## The Solution:

To identify and address key dissatisfiers, the Nurse Engagement team developed a Nurse Partnership Questionnaire and Action Plan, collaborating with on-site clinical caregivers on areas of improvement. Associated outcomes included an improved tray accuracy process, a significant improvement in the soiled-tray process, and an increase in monitoring volume.



An engaged and supported workforce promotes quality, safety, and the overall experience. We are on the journey with our clinical caregivers to listen, to learn, and to collaborate towards positive outcomes for everyone.

- **Aundrea Mills, Chief Nursing Officer, Compass One Healthcare**





# 17% Increase In Nurse Satisfaction

\*as this relates to  
Patient Dining

FY23-FY24

## RESULTS

### Improve Order Accuracy

Patient services managers prioritized a Tray Line Audit of a set number of trays per meal service to improve accuracy with a 99.58% tray accuracy (FY 2024 through 8/5/24 per Acuity). Call Center audits measured a 96% overall score for agents.

# 99.58%

accuracy  
(FY2024–August 2024  
from MHC Acuity)

### Improved Tray Retrieval Process

Soiled Trays Removal Action Plan demonstrated a success rate of >90% based on random audits of checking soiled utility rooms, patient rounds and monitoring nursing requests to remove soiled tray carts. A team focus approach was implemented to ensure floor ownership, tracking of trays, and training Patient Dining Associates and utility associates.

# 50%

reduction in calls from  
nursing regarding soiled  
tray pick up  
(7/23-7/24)

### Improved Tray Delivery Times

On-site teams identified an opportunity to improve communication beginning with the Call Center at the time of order. New staff was hired and trained to relay orders more efficiently and more accurately to the kitchen.

# 17.65%

improvement  
in tray delivery times  
(7/23-7/24)

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