



The Soriant Experience

Optimal program design and outcomes require expertise and the specific application of strategy, best practices, and program accountability.

Our team of seasoned consultants are renowned subject matter experts that lead the quality validation, regulatory compliance, leadership development, and program development to achieve a support services model with long-term sustainability at the forefront.

Learn more about our team and services today at info@soriantolutions.com.

Soriant Results

Average Savings Per Project: \$2.9M

Typical Annual Return On Investment: 386%

Actual VS. Projected Savings Per Project: 112%

"The client team was extremely engaged and open to looking at solutions from a variety of angles. They owned the project leading to the success.

-Jessica Rodriguez, Senior



Client Solution
Success Story

FOOD & NUTRITION SERVICES

Client Profile

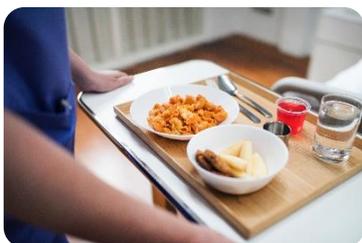
ACUTE CARE - FULL SERVICE REGIONAL HEALTH SYSTEM

Region: Midwestern

Bed Size: 220

Department: Food & Nutrition Services

Type: Self-Op



Client Summary: A small Midwestern community-based hospital was recently acquired by a larger hospital. The executive team cancelled the existing FNS vendor contract and consolidated the food service leadership team. Despite engaged and knowledgeable staff, the scope of managing two hospitals was overwhelming. Additionally, the patient feeding delivery model was outdated, utilizing a dysfunctional tray line that was heavily staffed. Patient and staff dissatisfaction was documented. The client contracted Soriant Healthcare to assess opportunities for savings and improvements.

Key Outcomes: (1) Improved employee engagement, (2) increased productivity, (3) decreased floor stock costs per patient per day, and (4) total departmental savings of **\$240K!**

SORARIANT SOLUTIONS

The project began with an assessment of Food and Nutrition Services. Soriant determined several opportunities for financial savings, streamlined operations, and overall FNS satisfaction. Opportunities included:

- ⇒ Transitioned feeding program from traditional tray-line to a host/hostess program
- ⇒ Improving patient satisfaction, employee accountability, and FNS productivity
- ⇒ Consolidated bulk meal production, resulting in decrease of production FTE's
- ⇒ Hired an on-site manager to direct production, retail, and patient services.
- ⇒ Re-engineered the master schedule, ensuring accurate staffing needs.
- ⇒ Streamlined patient and retail menus across two campuses.
- ⇒ Developed an education program which included training in the following areas:
 - ⇒ Customer Service
 - ⇒ AIDET
 - ⇒ Therapeutic Diets
 - ⇒ Decreased production FTE



PROJECT RESULTS

Soriant guided the client through large challenges to transform the department model for lasting results, including:

- ✓ Improved employee engagement and productivity
- ✓ Enhanced patient experience
- ✓ Improved quality of meals
- ✓ Decreased floor stock cost per patient day

By linking strategy and shareholder expectations, Soriant helped the organization create value, with a focus on increased customer engagement and employee retention, while ensuring optimal service delivery.

***This valued client experienced \$240K
in food and nutrition services
and floor stock savings!***

Impressed by our expert strategist's exemplary outcomes on this project? Connect with us today simply by calling 770-777-6633, or just send us an email at info@soriantolutions.com.

