



**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](mailto:info@soriantolutions.com).

**Soriant Results:**

**Average Savings Per Project: \$2.9M**

**Typical Annual Return On Investment: 386%**

**Actual VS. Projected Savings Per Project: 112%**

*"I have worked with several consultants over the years and the Soriant experience has been the best. They took time to learn our operations and protocols prior to making recommendations and worked with my team to implement. It was a true partnership.*

*- Director Food & EVS Services*



# Client Solution SUCCESS STORY

## MULTI-SERVICE PROJECT

### Client Profile

#### MIDWESTERN HEALTH SERVICES PARTNER

**Region:** Midwestern

**Bed Size:** 330

**Type:** Self-Op

- Departments:** Food & Clinical ⇒ **\$951K in annual savings**
- Nutrition Services
- Environmental Services ⇒ **\$211K in annual savings**
- Facilities Management ⇒ **\$154K in annual savings**

**Client Summary:** Community based hospital with three acute care facilities and multiple offsite support clinics.

**Key Outcomes:** (1) Malnutrition coding reimbursement enhance of \$500K+, (2) annual furniture savings of \$130K, and (3) future call center centralization.

**Results:** Soriant provided the client with advanced analytics, offering management the confidence to make appropriate changes. Opportunities were identified to significantly improve production and satisfaction. With our approach, Soriant links strategy with accountability to sustain results.

**Soriant's premier solutions services saved \$1.3M in total for this valued client!**

# MULTI-SERVICE SOLUTIONS FOR A MULTI-PLATFORM PROVIDER

## Departmental Assessment & Enhancement – Expenditure Optimization

This Midwest healthcare system has managed their support services departments as self-op for several years. They requested an across-the-board assessment which showed opportunity to improve throughput by incorporating staffing changes. FTE and Expense Benchmarks compared unfavorably with top performing services based on total managed volume. The management team sought to reduce operational expenses and increase revenues. Soriant working alongside the department directors redefined strategies to maximize each departments functionality, while focusing on increasing overall patient satisfaction.

### THE SORIENT SOLUTION

Soriant performed a contract versus self-op assessment. Being vendor neutral, with no bias to contract versus self-op, we determined that both FNS and ES met all four major criteria for keeping services in-house/self-op: a strong leadership team, proper infrastructure, no capital investment requirements, and cleanliness/ service levels aligned with top performers. The Soriant team was brought in to implement process changes to achieve the identified savings opportunities.

#### Environmental:

- ⇒ Enhanced associate task assignments
- ⇒ Complete janitorial supply conversions
- ⇒ In-sourced Physician's Office Building cleaning services

#### Facilities:

- ⇒ Transitioned furniture vendor - improved customer service and quality
- ⇒ Standardized building automation across facilities
- ⇒ Established off site alarm response protocol
- ⇒ Negotiated sub-contractor agreements to ensure best rates
- ⇒ Incorporated proposed span of control structure

#### Food & Nutrition:

- ⇒ Align retail hours to match needs
- ⇒ Centralize Room Service call center hours
- ⇒ Malnutrition coding program enhancements
- ⇒ Managed floor stock costs per patient day to benchmark standards
- ⇒ Evaluated food and supply costs by zero-basing



#### Environmental Highlights:

- ✓ Master Schedule re-engineered
- ✓ Increase efficiencies resulted in savings of **\$158K**
- ✓ Housekeeping supply expense reduced by **\$25K**
- ✓ In-sourced cleaning services - net savings of **\$18K**

#### Facilities Highlights:

- ✓ Furniture procurement and service savings of **\$130K**
- ✓ Service contracts Savings of **\$24K**

#### Food & Nutrition Highlights:

- ✓ Malnutrition coding reimbursement enhancement of **\$500K+**
- ✓ Reduction of food and supply costs
- ✓ Increasing retail sales - **\$193K** annually
- ✓ Restructure of call center hours - **\$164K** annual savings
- ✓ Future centralize plan for the call center
- ✓ Reduce utilization of patient and non-patient floor stock

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](mailto:info@soriantolutions.com).

