



**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%**

*"Soriant's fresh eyes approach identified key performance indicators where opportunity for improvement existed and they partnered with us to make those opportunities a reality."*

*-Karl Vanderstouw, Vice-President*



**MULTI DEPARTMENT -PROJECT**

# Client Solution Success Story

## Client Profile

**UNC LENOIR HEALTH SYSTEM**



**Region:** Southern

**Bed Size:** 261

**Department:** Food Services, Environmental Services, & Engineering Department

**Type:** Contract

**Key Outcomes:** (1) Guaranteed savings of **\$500K** annually, (2) vendor contributed capital of **\$300K**, and (3) transition of Clinical Engineering from a contract to a self-op basis.

*"UNC Lenoir Health Care partnered with Soriant to provide review and consultation of our food services, environmental services, and plant facility operations. In addition to their work restructuring our contract deliverables in food and environmental services, Soriant's expertise assisted Plant Engineering in transitioning our program from an outsourced management model to a highly effective self-managed model. Their knowledge and experience were key elements in helping us understand the complexities of this transition. Soriant's fresh eyes approach identified key performance indicators where opportunity for improvement existed and they partnered with us to make those opportunities a reality."*

*-Karl Vanderstouw, Vice-President*



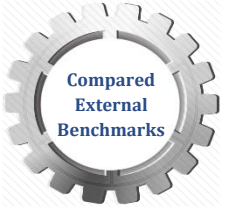
## UNC LENOIR HEALTHCARE

### Food, Environmental, & Engineering Services Optimization

UNC Lenoir Memorial is a 261-bed community-based hospital located in eastern North Carolina. Senior Management turned to Soriant Healthcare to assess concerns in several support services departments.

- ⇒ Food & Nutrition Services had an outdated contract, with no incentive for revenue growth. Vendor fees were high, and patient satisfaction showed room for improvement.
- ⇒ Catering and floor stock costs were above industry benchmark.
- ⇒ Environmental Services contract was high on vendor fees, with no contract penalties in place for failure to meet quality metrics. Supply costs were above the industry benchmark.
- ⇒ Engineering vendor fees were significantly out of alignment with service levels, cost per square foot was above the industry benchmark, and there was little external support from the vendor.

Additionally, the vendor needed to be more engaged in risk-sharing and improved cost management, while showing more transparency in reporting.



### SORARIANT SOLUTIONS

The comprehensive assessment identified gaps in service and cost-saving opportunities totaling nearly \$500,000. Through our unique collaborative approach and project management capabilities, the Soriant team led five improvement projects:

1. Revise existing FNS and EVS contracts
2. Transition Engineering to Self-Op
3. Improve floor stock process
4. Reduce EVS paper and plastic expenses
5. Update catering policies and practices

### PROJECT RESULTS

Through collaboration with UNC Lenoir and their support services vendor, Soriant was able to deliver nearly \$500K in sustainable annual savings, which includes:

- ✓ The new contract ensures ongoing focus and commitment from vendor by putting \$100K at-risk annually for quality measures in budget compliance, patient satisfaction, and employee engagement
- ✓ \$300K in capital was secured to improve the cafeteria at Lenoir
- ✓ Engineering operations was successfully transitioned from contract to self-op, leveraging internal capabilities
- ✓ Paper and plastic supply costs were reduced
- ✓ Project to reduce catering costs was successful
- ✓ Floor stock costs were reduced by 25% with no decline in quality or service

*The UNC Lenoir project demonstrates the ability of Soriant Healthcare to balance multiple projects. Much thought is given to the individual needs of each client. From contract negotiation of \$493K to floor stock improvement of \$17K, every dollar counts towards the bottom line.*

**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).**