



**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%**

*"The consultants at Soriant provided an invaluable service to us."*

*-John Ramirez, former Director Support Services*



**FOOD & NUTRITION SERVICES**

# Client Solution Success Story

## Client Profile

**SUTTER HEALTHCARE SYSTEM**



**\$1.2M total in FOOD contract negotiation savings!**

- Region:** Western
- Bed Size:** 1100
- Department:** Food & Nutrition Services
- Type:** Contract
- Status:** Non-Profit

**Project Summary:** Sutter Health, a non-profit healthcare system headquartered in northern California, has 24 hospitals in their network. The region in East Bay and East Bay Alta Bates, comprised of eight hospitals, requested review of Food & Nutrition Services. Soriant was engaged with 3 of the 8 hospitals in the East Bay market for Food.

**Key Outcomes:** (1) Renegotiated contracts, (2) no-cost capital infusion, and (3) enhanced malnutrition coding revenue.



## PROJECT CHALLENGES

Upon review of the existing contract, Soriant identified the following challenges:

- ⇒ The Contractor agreement placed financial risk on Sutter Health, with no methodology for financial accountability
- ⇒ Department leadership and District Management were sub-par
- ⇒ Cafeteria pricing and menu mix were not effectively managed to provide sufficient cost recovery
- ⇒ Floor stock, catering policies, and controls were poor
- ⇒ Malnutrition coding dollars were not maximized
- ⇒ In some locations, employee engagement and clinical team satisfaction was a concern

## THE SORARIANT SOLUTION

The Soriant team was engaged to perform an assessment, define the opportunity and manage the negotiation process. It was determined to leverage the opportunity uncovered through the assessment to negotiate with the existing vendor. A change was made to the vendors department leadership and a no-cost capital infusion to build-out needed retail upgrades was agreed upon.

The team then moved to a Malnutrition Coding initiative including:

- ⇒ An interdisciplinary approach to documenting malnutrition, which included a physician liaison, coders, and registered dieticians
- ⇒ Utilizing ASPENS criteria for malnutrition diagnosis including physical assessments
- ⇒ Improved malnutrition documentation, and collaboration between registered dieticians and providers



## PROJECT RESULTS

Through the partnership, Soriant addressed Sutter Health's initial concerns and delivered the intended quality levels and cost benefits including:

- ✓ A new contract was established resulting in a higher caliber of on and off -site management
- ✓ Guaranteed \$1.2M savings
- ✓ Guaranteed increased employee engagement
- ✓ Enhanced revenue of \$200K from malnutrition coding in the first year

***Project expectations were surpassed in achieving guaranteed, sustainable savings, a significant no-cost capital infusion, and overall improved employee engagement – with a total departmental savings of \$1.2M!***

***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).***