



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 Soriant Team optimized our operations and created long-term strategies for sustainable success, while improving employee and patient satisfaction!"

- VP Support Services



INTERIM MANAGEMENT

Customer Solution Success Story

Client Profile

NORTHEASTERN HEALTH SERVICES PARTNER

Mission: Soriant sent in a seasoned consultant with an extensive background in Food & Nutrition Services to provide interim leadership. Our fresh eyes approach, combined with the opportunity to observe and assess operations on a daily basis, resulted in an immediate action plan.

Key Outcomes: (1) Interim departmental management provided, (2) departmental managers engaged and held accountable, and (3) improved overall staff and patient satisfaction.

Region: Northeastern

Bed Size: 1100+

Department: Food & Nutrition Services

Type: Self-Op



INTERIM DIRECTION FOR PREMIERE HEALTHCARE PROVIDER

Complete Operational Assessment & Enhancement Achieved

This northeast regional hospital system has been one of the most respected healthcare providers in the New Jersey and metropolitan New York areas for almost 150 years. Their growth has been in keeping with the times, with an unwavering commitment to quality patient care. Senior management sensed a disconnect between managers and hourly employees, and Soriant Healthcare was engaged to provide Interim Management. Our team identified the following challenges:

- ⇒ Current department managers needed clarity regarding individual duties and department structure
- ⇒ Management struggled with implementing a vision to provide exceptional service
- ⇒ Non-existent sense of ownership and urgency
- ⇒ A follow-up system needed to be established
- ⇒ Communication/teamwork needed improvement



SORIAN SOLUTIONS

Our on-site Interim Manager immediately restructured the FNS department. Responsibilities and jobs were redefined and assigned to the management team, holding them accountable for their specific work areas. Our assessment determined an action plan which included:

- ✓ Focus on customer/patient satisfaction
- ✓ Empower management team to make key decisions
- ✓ Emphasize support staff needs and productivity
- ✓ Identify areas of improvement
- ✓ Establish bi-weekly management meetings between the three hospitals
- ✓ Increase hourly employee's morale
- ✓ Project management follow through

Other areas of concentration included managing employee requests, discipline, rounding, training, scheduling, education, hiring, and yearly evaluations.

PROJECT RESULTS

In partnership with Soriant's Interim Manager, this three-hospital system was able to improve the structure of the Food & Nutrition Services Department. Managers have now established "ownership" of their departments, and quickly respond to the needs of their customers. Soriant's approach has allowed for a clear vision of setting expectations and performance for all positions. Moral amongst the hourly employees has greatly improved and the healthcare system continues to take great pride in their commitment to patient/client care.

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.