



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 success of this project was 100% achieved because the customers voice was front and center through everything we did"

*-Carlos Campos-Loera
Consultant*

FOOD & NUTRITION SERVICES

Client Solution SUCCESS STORY

Client Profile

CONVENT CONNECTED TO THE HEALTH SERVICE PROVIDER

Region: Northeastern

Bed Size: 10

Department: Food & Nutrition Services

Type: Self-Op

Project Summary: This highly respected hospital system has a treasured convent on their main campus. The health system partnered with Soriant to analyze a number of different solutions in optimizing the food service program for the convent.

Key Outcomes: (1) Greatly enhanced the quality and satisfaction of food service and (2) implemented new meal plans and chef training.



PROJECT CHALLENGES

Ten sisters occupy the convent full-time, with an additional five joining them from the mother house for lunch each day. The hospital provides three meals, seven days a week for the women. Challenges existed with the current food menu and the expectations of the sisters. Soriant placed an Interim Manager on-site who observed the following:

- ⇒ Inadequate food preparation and food menu diversity
- ⇒ Management did not follow-through on sisters' requests
- ⇒ Menu items were not prepared consistently

In assessing this niche service, Soriant determined that the health system identify specific culinary resources for the convent, and a solution for preparing meals to dietary and health specifications.



THE SORARIANT SOLUTION

While performing interim management of other hospital needs, the Soriant consultant met with the sisters, conducted a survey, and identified their dietary requirements. New menus were created as a result of the survey and a "tasting" was scheduled before the new menu was fully implemented.

Upon approval, Soriant:

- ✓ Developed a four-week cycle of menus
- ✓ Established a partnership between sisters and management staff
- ✓ Created a recipe system to ensure consistency and quality of meals
- ✓ Scheduled weekly meetings with sisters to create a web of influence and ensure follow-through from FNS Management.



PROJECT RESULTS

In partnership with Soriant's Interim Manager, Food & Nutritional Services was able to quickly respond to the needs of one of their most treasured staffing groups. The sisters were amazed with the survey results. A chef was hired and trained. Management met with their group weekly to ensure satisfaction and increased customer service levels. The food, recipes, and consistency were greatly-improved and this hospital's administration was elated by the improvements made.

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.