



***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 is a great company with strong resources. I wouldn't hesitate using them – they deliver results!"*

*-Jay Carmichael, Chief of Staff*



# *Client Solution* **SUCCESS STORY**

**INTERIM MANAGEMENT**

## *Client Profile*

**TIFT REGIONAL HEALTH SYSTEM**



**Region:** Southeastern

**Bed Size:** 336

**Department:** Food & Nutrition Services

**Type:** Self-Op

**Key Outcomes:** (1) interim department management, (2) financial improvement and guaranteed savings, and (3) vendor contributed capital.

***Soriant's Interim Management Team maximized client operations while creating long-term solutions for sustainable success!***

## TIFT REGIONAL MEDICAL CENTER – INTERIM DIRECTION ON PROCESS IMPROVEMENT

### *Operational Assessment & Improvement*

Tift Regional Health System is a growing not-for-profit, three-campus hospital system serving 12 counties in south-central Georgia. After senior management assessed their self-operating Food and Nutrition Services, they realized that significant departmental leadership challenges existed. Soriant was engaged to assess operations and this resulted in placement of an interim manager to support the organization during departmental leadership realignment. Soriant partnered with Tift to resolve the following:

- ⇒ Develop a leadership presence in production areas
- ⇒ Eliminate over-production and excessive waste
- ⇒ Strained interdepartmental relationships
- ⇒ Low team morale
- ⇒ Methods for leadership recruiting and on-boarding



### THE SORARIANT SOLUTION

Our Interim Manager continued to assess and implement solutions in partnership with Tift Regional. Strong working relationships with leaders in Environmental Services and Facilities Management were established. Recommendations were made in collaboration with senior management to improve Food Services rounding and coaching. A plan was put into place to hire a new FNS Director, Executive Chef, and Guest Services Manager. Our consultant led the process, resulting in highly qualified new hires. Additionally:

- ✓ Work order system was revamped, providing consistent point-of-contact and project tracking. Vendor costs were reduced and communication improved.
- ✓ Order guide was re-aligned and pars were established, eliminating over-production, food waste, and chemical usage.
- ✓ Catering Menu was developed with associated service standards for daily events.
- ✓ Event Planning makeover.
- ✓ Leadership provided support during peak meal periods, establishing the service model of “Being Present - Hands On”.
- ✓ Implement 5S Lean Six Sigma Project related to inventory management
- ✓ Annual budget was completed, including capital expenditure research and requests.
- ✓ “Cerner Go-Live” software was set up for service items such as Boxed Meals, Catering, and Snack Carts. Downtime Protocol & Procedures was established.
- ✓ Design Team was brought in for Kitchen and Cafe Renovation and Build Out.
- ✓ Disaster Protocol was implemented, reviewed, and improved.

### PROJECT RESULTS

Soriant offered cross-functional collaborative efforts to improve the operational, financial, and strategic goals of the department. Sustainable targets were created with game changing results. We established the key “levers” to pull, altering the trajectory of Food & Nutrition department to beat our savings targets and realize sustainable results.

**Department revenues improved by 18% and total patient dining food costs decreased by 10.8%!**

**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).**

