



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 partnership with Scotland Health Care System worked from the beginning, everyone embraced the project and savings exceeded projections.”

*Erik Scott
Soriant CEO*



Client Solution

Success Story

LAUNDRY & LINEN
CLINICAL TECHNOLOGY MGMT

Client Profile

Region: Mid Atlantic

Bed Size: 104 & Clinics

Department: Laundry & Linen

Clinical Technology Management

Type: Contract

Client Summary: Scotland Health Care System achieves more than \$150K in savings in Laundry and Clinical Engineering Services paired with significant improvement in user satisfaction.

Key Outcomes: (1) Financial Improvement in Guaranteed Savings (2) Vendor Contributed Capital (3) Dollars at risk for quality achievements (4) Increased Satisfaction





CHALLENGES

Laundry & Linen Services

- Costs for the provision of outsourced laundry services were high compared to market and increasing annually due to evergreen cost inflation language in the existing contract
- Off-site clinics were not receiving the same level of service as the main hospital
- Linen loss was higher than average and end-user understanding of the system was poor
- The use of the “reject” (clean unacceptable) linen process was misunderstood and not well utilized

Clinical Technology Management

- High user dissatisfaction with Clinical Engineering services, primarily as a result of weak competencies provided by third party management company and broken workflow process
- Significant outside of contract billings in general BioMed services from third party management company, cost of service more expensive than comparable hospitals

THE SORARIANT SOLUTION

Soriant partnered with client stakeholders on the following initiatives:

- Contract Renegotiation – Soriant led a structured contract review and renegotiation process that led to a reduction in unit costs and capped future price increases.
- Clinic Service Level Enhancement – Soriant worked with health system staff and the laundry provider to standardize processes for off-site clinics, ensuring the same level of quality and service as the main hospital.
- End-User Education – Soriant partnered with the Scotland team to create customized education for Nurses and other end-users targeted at reducing linen loss and improving the use of the reject linen process.

Soriant also developed an ongoing linen dashboard so that the client’s leadership team can monitor and more quickly respond to key trends in cost, quality, and service.

PROJECT RESULTS

In laundry, Scotland Health achieved \$53K in its first year of the renegotiated contract linen services agreement. Service levels and quality has been standardized at all service locations, from the main hospital to all off-site clinics. Nursing education and collaboration is ongoing, leading to drastic improvements in linen loss.

In Clinical Engineering, Soriant worked with the hospital leadership team to identify an alternative provider to replace the current third-party management company. The new partnership includes guaranteed cost reduction exceeding 15% (\$100K in the first year) of general biomed expenses, implementation of improved workflow processes for end-users, additional on-site staffing/coverage, and guarantees on key performance metrics.

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.