



CUSTOMER SOLUTION CASE STUDY



YUMA REGIONAL MEDICAL CENTER

CLIENT: Yuma Regional Hospital
BED SIZE: 400+
REGION: West
TYPE: Contract

DEPARTMENT:

- Food & Nutrition
- Environmental Services
- Patient Transport
- Clinical Engineering
- Laundry
- Facility and Security

CLIENT PROFILE:

- Remote Location
- 20 year Outsourced Management

KEY OUTCOMES:

- Increased Quality Scores
- Higher Performing Teams
- Quarterly compliance meetings
- Savings of \$1.069 Million/Year

For more information about other Soriant Healthcare customer successes, please visit:
www.sorianthealthcare.com

\$1,000,000+ ANNUAL SAVINGS

“Yuma Regional Medical Center in Yuma, Arizona, engaged Soriant to assist in analyzing costs and operations associated with the food services, environmental service, linen distribution, clinical engineering, patient transport, grounds, and security services. Soriant identified savings opportunities and a more cost-effective structure for the outsourced contract(s).

During implementation, they exceeded all expectations. Our Soriant consultant managed our negotiation strategies and contract terms, and ensured the vendor implemented their programs as agreed. The savings and capital investment Soriant identified and surpassed what we could have achieved. With Soriant’s help, we were able to install a new management team for part of our support services and realize cost reductions and process improvements.

Our bottom line has improved as a result of Soriant’s engagement and quality increases have been identified in our HCAHPS and cleanliness scores. I can recommend Soriant to help drive results in Support Services.”

Machele Headington, MBA

VP Marketing and Communications, Yuma Regional Medical Center

CHALLENGE

Yuma Regional Medical Center is located in Yuma, AZ. Their support services operations had been managed by an outsourced management company for more than two decades.

- Because of the isolated location, there has been virtually no competition for the outsourced company.
- Hospital leadership was frustrated with the lack of response to several issues.



SORIAN SOLUTION

Soriant's dedicated team was tasked to serve all major support services areas. With over 100 years of field experience we effectively collaborated with leadership to harness better department models. The analysis of the support service department all showed some efficiencies, but still allowed room for financial improvement.

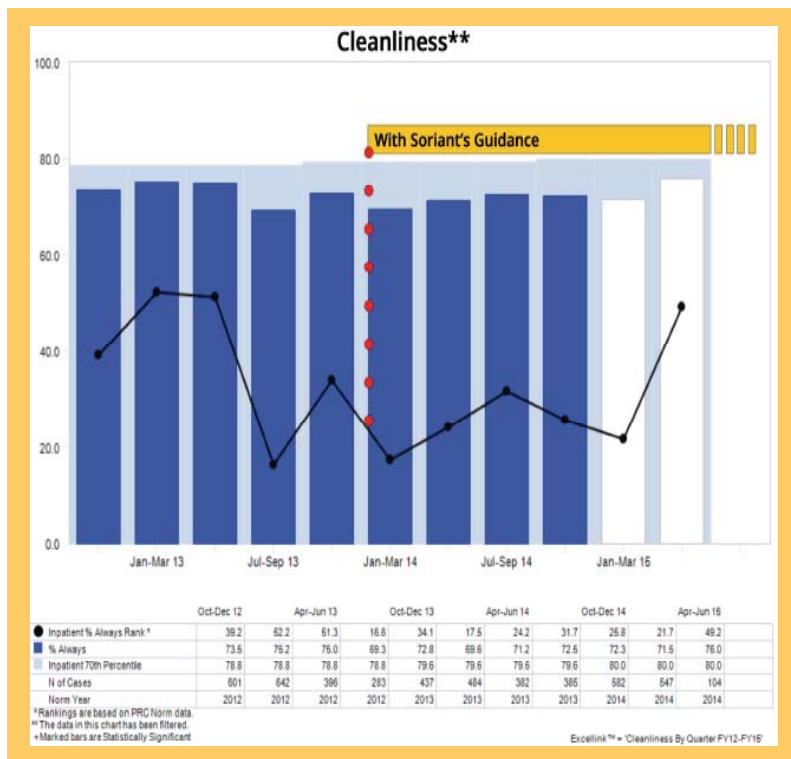
- Soriant led an RFP to explore existing and outside vendors
- Opportunity for cost savings was identified
- Clear need for management change from the outsourced company was identified in the following areas - Environmental Services • Grounds • Linen and Laundry
- Provided guidance through the decision matrix including onsite vendor visits
- Developed balanced score card (BSC) for:
 - Patient satisfaction
 - Financial performance
 - Employee engagement
 - Regulatory compliance

By drawing on our deep expertise, Soriant was able to look beyond the department issues and format clear sustainable solutions that would exist well after our day to day involvement was over.

RESULTS

Soriant goal was to share in our clients' vision and work to fully understand their needs and deliver true sustainable results. Our focus was on strategic decisions and practical action plans. Following the RFP & negotiations, a new vendor was chosen for EVS, Laundry, and Grounds.

- Working with the new and existing vendors, we better aligned the organization
- Implemented plans to create shareholder value
- Guaranteed cost savings including no-cost capital
- Enhance patient and guest satisfaction
- Competent new vendor management teams
- Deploy BSC and set up monthly compliance calls and quarterly onsite meetings



**Guaranteed Savings of
 \$1M+ per year -
 5 year contract value of
 \$5.3 Million**

For more information about achieving similar success, please contact us at 770.777.6633 or info@sorianthealthcare.com.

