

At Soriant, we work with healthcare systems to develop comprehensive programs and enterprise infrastructure that improves the patient care pathway and delivers sustainable savings for the long-term.



13th largest not-for-profit health system and the fourth largest non-denominational health system in the United States serving nine large geographic areas with 17 hospitals and 280+ clinics.

Engagement in process.

**Client Objectives:**

Food and Environmental Services Contract Renegotiation  
In-House Program Quality Standards  
Cost Savings

**Soriant recommendations:**

- Identified financial opportunities with outsourced departments and negotiated an enterprise guaranteed rate contract
- Maximize financial savings from non-labor categories
- Build and monitor a Balanced Scorecard to drive accountability on quality and financial indicators (vendor and in-house)
- 2nd phase: Define strategy for environmental services for ancillary locations and clinics

**Outcomes:**

- Projected savings of \$4.3M
- Enterprise contract with a single vendor with contractually guaranteed savings in non-labor categories
- Environmental services: Consolidation of product and SKU mix, inventory reduction, negotiation of new supply agreements
- Quality and financial performance indicators standardized between in-house departments and vendor managed departments



**National Non-Profit Health System**

Not-for-profit health care system with 131 hospitals in 25 states.

**Client Objectives:**

Food and Environmental Service Program Standardization  
Services Contract Consolidation  
Cost Savings

**Soriant recommendations:**

- Implement a high quality consistent cost effective program enterprise wide
- Maximize patient satisfaction
- Maximize employee engagement
- Implement programs that accomplish the quality objectives and concurrently drives savings
- Implement contracts where vendor income is transparent and accountability is defined

**Outcomes:**

- Joint venture implemented with management services vendor, joint owned between vendor and health care system
- Guaranteed \$32M in annual savings
- \$30M+ vendor JV investment for program development
- Transparent financials including non-operating income
- Mandatory conversion of outsourced programs, opt-in for in-house programs

Soriant designs and implements smart solutions that deliver optimal cost and quality outcomes across the entire enterprise.



## VIDANT HEALTH™

Vidant Health is a not-for-profit hospital system made up of eight hospitals, physician practices, home health, hospice, wellness centers and other health care services serving 1.4 million people in 29 counties in Eastern North Carolina.

### Client Objectives:

Environmental & Food Services Contract Consolidation  
Program Standardization  
Cost Savings

---

### Soriant recommendations:

- Performed in-depth analysis of existing services to determine financial, quality, and programmatic opportunities
- Developed and led an extensive RFP process to consolidate vendors
- Determined objective criteria and evaluation strategy
- Established implementation strategy and on-boarding resources

### Outcomes:

- 5.8M in total system savings
- \$6.6M capital investment for program enhancements
- System assimilated service model for food and environmental services
- 8.7% reduction in labor
- \$2.1M annual guaranteed increase in retail sales
- \$475K management fee at risk tied to guaranteed satisfaction levels



West coast hospital system made up of five acute hospitals, and 93 outpatient specialty centers, primary and urgent care clinics.

### Client Objectives:

Environmental and Laundry Service Process Management Standardization  
Quality Control Improvement including Patient and Staff Satisfaction  
Cost Savings

---

### Soriant recommendations:

- Make a change to a provider that can deliver in key areas
- Ability for Client to choose Director of Operations to oversee program
- Standardize scope of work processes to be performed at all programs
- Set a detailed training/ ongoing employee engagement program
- Update equipment

### Outcomes:

- Operational cost reductions
- Vendor funded capital equipment and information technology budget
- Guaranteed patient satisfaction scores and key user satisfaction scores
- At-risk management fee for mutually agreed upon performance criteria