$4.3M 5-YEAR SAVINGS TRANSITIONING TO SELF OP

PALOMAR HEALTH
SPECIALIZING IN YOU

CLIENT: Palomar Health
BED SIZE: 800+ (combined)
REGION: West
TYPE: Contract

DEPARTMENT:
- Environmental Services
- Food & Nutrition Services

CLIENT PROFILE:
- Four Facility Health System
- Five year contract up for renewal
- Contract to Self Op

KEY OUTCOMES:
- Increased quality scores
- Savings of $864K
- Enhanced patient satisfaction and quality

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

"Partnering with Soriant to transition from contracted service to an in-source model yielded real dollars and had a positive impact on patient satisfaction and overall cleanliness of the hospital.

Soriant's team stayed focused on the day-to-day operations and took care of the heavy lifting allowing me and my organization to stay focused on the larger strategic objectives. With the savings attained, we were able to fund support program improvements and improve financial sustainability."
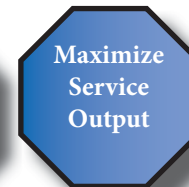
Dr. David Tam, MD, MBA, FACHE Vice President
Palomar Health Downtown Campus

CHALLENGE

Palomar Health consists of four different campuses, servicing Northern San Diego. They had outsourced Food & Environmental Services for nearly 5 years. With the contract coming up for renewal, Palomar felt this was great timing to have Soriant evaluate both departments. Using Soriant benchmarks and analysis of side-by-side comparisons of like sized facilities, the system opted to move from an outsourced contract to an in-house solution.

Increased Quality Scores

Culinary Training Provided

Enhanced Patient Outcomes

EVS Productivity Improved

System Contracts Standardized

Improved Delivery Times

Maximize Service Output

SORIANT SOLUTION

Palomar offered a unique challenge with four separate locations. Soriant was engaged to assess their current situation and manage the processes of converting from Contract to Self Op. Soriant is contract neutral, making sure the decision to stay/go contract or Self Op is based solely on the needs and goals of our clients. We are always committed to lead, achieve, and sustain the departments full potential. Our clients realize, on average, twenty times the return on our fees while improving margins by eight percent or more. Our solutions at Palomar included:

- Form and lead a client stakeholder group to redefine boundaries and potential
- Effectively managing all elements of the conversion to Self Op
- Deliver client specific goals with lower costs and higher quality

We always under-promise and over-deliver. Our goal is to achieve operational excellence for the departments most crucial processes, with a focus on great patient satisfaction and raising HCAHPS scores.

RESULT

Palomar partnered with Soriant to manage the conversion to Self Op and ultimately improve their bottom line savings. The transition to Self Op was on an expedited time frame; EVS to be completed in just 5 weeks and FNS 12 weeks.

Soriant immediately deployed a team of Directors, Executive Chefs, Registered Dietitians, and a Project Manager to lead and build out systems processes that resulted in a smooth transition with a positive impact to patient satisfaction, employee engagement and overall cleanliness of the hospital. Soriant assisted in the recruitment and placement process for a permanent, patient focused, management team.

Result highlights:

- Optimize the departments process to create lasting improvements in efficiencies
- On-the-job culinary and room service training provided to hourly staff
- Unitized floor plans for improved environmental services productivity and accountability
- Reduced service contract costs and improved management labor costs
- Created master schedules incorporating the ability to flex for volume
- Ultimately giving Palomar a competitive advantage to meet short and long term cost, flexibility, and service-level goals

CONTRACT TO SELF OP
ACHIEVES $4.3 MILLION SAVINGS

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

SORIANT
Accelerating Healthcare Support Services
www.sorianthealthcare.com