



CUSTOMER SOLUTION CASE STUDY

SORIANANT ASSUMES INTERIM MANAGER ROLE: GWINNETT ACHIEVES \$1M SUSTAINABLE SAVINGS



**Gwinnett
Medical Center**
Lawrenceville • Duluth

CLIENT: Gwinnett Medical Center
BED SIZE: 553
REGION: Southeast
TYPE: Self-Op

DEPARTMENT:
Food and Nutrition Services

CLIENT PROFILE:
Interim Management Needs

- KEY OUTCOMES:**
- Interim Department Management
 - Re-engineered patient service processes
 - Enhanced retail offerings, quality, and improved sales
 - \$1,000,000+ in savings

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

CHALLENGE

Gwinnett Medical Center leadership, with hospitals in Duluth and Lawrenceville, Georgia, needed interim management in their self-op Food Services Department. Soriant’s diverse management team stepped in with their “fresh eyes” approach to bridge the gap. We worked alongside our client to help identify specific food services improvements, launch new programs, and find new ways to cut costs and increase efficiency.

SORIANANT SOLUTIONS

The Soriant team stepped in with a goal to align our incentives to Gwinnett’s objectives. This resulted in optimization of Gwinnett’s organization and specific identified growth areas:

Patient Services

- A best practice meal delivery process was implemented, resulting in:
- Increased hourly associate accountability and continuity of care
 - Increased meal preference and decreased duplicated trays

Retail - Cafeteria

Current revenue trends offered a \$63K annual increase, achieved through:

- De-cluttered areas and improved production flow
- Improved cafeteria design
- Peak hour flow modifications
- Development of a standardized GMC system menu
- Improved impulse purchases



Production

Offered \$697K in savings, achieved through:

- Inventory controls
- Updated Budget
- Redesigned core menu
- Leadership and production line training

Labor

Offered \$400K in savings, achieved through:

- Management hourly training
- Best practices reducing PRN usage
- Reengineered master schedule

Leadership

Managed transition training by:

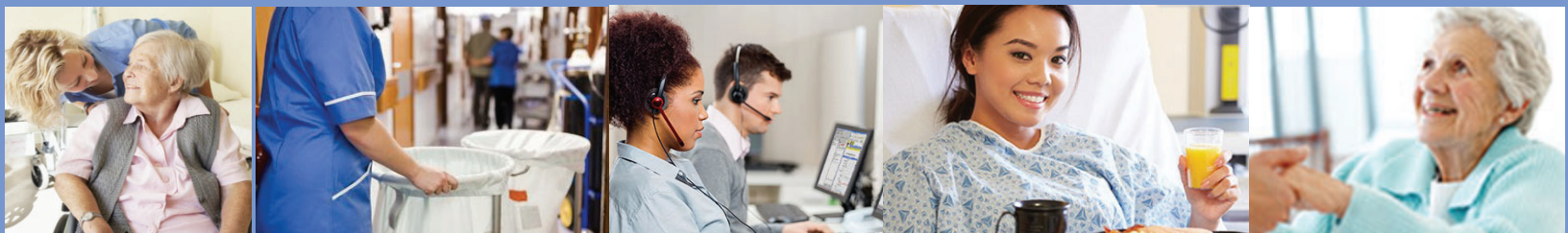
- Development of a detailed transition plan
- Supply of Interim Director who supported all campuses



RESULTS

Soriant offered cross-functional leadership efforts to alter 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 Services. This allowed Gwinnett Medical Center to realize sustainable results and beat our savings targets.

\$1 MILLION SAVINGS IN FOOD & NUTRITION



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

