



**Gwinnett
Medical Center**
Lawrenceville • Duluth

**\$1 MILLION IN SAVINGS
FOOD & NUTRITION**

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

CHALLENGE

Gwinnett Medical Center leadership, with hospitals in Duluth and Lawrenceville, Georgia, needed interim management and Soriant’s diverse management team stepped in to bridge the gap. We work alongside our client to help identify specific food services improvements, launch new programs, and find new ways to cut costs and increase efficiency. Our process allows for deep customer engagement and sustainable results.

SORIANANT SOLUTIONS

Soriant optimized Gwinnett’s organization and identified growth areas as listed below. Our goal is to share our clients ambitions and align our incentives to their objectives, so they know we are in it together.

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
- Developed 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 and management training
- Best practices reducing PRN usage
- Reengineered master schedule

Leadership

Managed transition training:

- Developed Detailed transition plan
- Supplied Interim Director that supported all campuses



RESULTS

Soriant offered cross-functional leadership efforts to alter the operational, financial, and strategic goals of the department. We created sustainable targets with game changing results. Soriant established the key “levers” to pull and altered the departments trajectory to realize great results and beat our savings targets.

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

