

ROI OF \$1,490,000 OVER 4 YEARS



CHALLENGE

Rochester General Health System (RGHS) Kitchen had not been updated since its installation in 1957. It was in need of a complete overhaul to keep up with production demands. Approximately \$100k yearly was spent on repairs and maintenance on the existing, obsolete foodservice equipment.

Current challenges included:

- 500+ individual patient trays moved through a food assembly line, three meals per day, based on a bulk tray make up platform. Food quality suffers due to the amount of time for bulk assembly and transportation.
- Cafe manages over 1200 sales transactions per day (M-F) with annual gross sales of \$1M with congested and almost claustrophobic customer flow through.



SORIANANT SOLUTION

Soriant's design team was brought in to not only redesign but transform the department to meet the new realities of their production demands. We guide leadership through an audit process to identify, sequence, and implement the necessary changes and actions that will create value and "stick" over a multi-year horizon. Our approach involves experts across a full set of capabilities including design and contract management to ensure we are meeting today's requirements, as well as future growth needs.

CLIENT: Rochester General Health System
BED SIZE: 500+
REGION: Northeast
TYPE: Design

DEPARTMENT:

- Food & Nutrition Services
- Design

CLIENT PROFILE:

- Managed in-house

KEY OUTCOMES:

- ROI Savings of \$1.49M
- Equipment Repair/Maintenance Savings of \$50,000 annually
- Increased patient satisfaction

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SORIAN SOLUTION (continued)

Solutions included:

- RGHS convert from an institutional patient tray delivery system to an on-demand restaurant style “à la Carte” room service to:
 - Improve food quality
 - Reduce food waste
 - Provide better patient menu choices
 - Offer availability based on patient desired meal time
- Café renovation and focus on providing a unique and creative dining experience by:
 - Outfitting it with new progressive equipment
 - Adding a vibrant color and customer flow schemes
- Add new streamline processes to react based on production demand, causing:
 - Reduced labor costs
 - Minimize food waste
 - 30% cost savings, representing tens of thousands of dollars annually
- New kitchen design and equipment replacement focused on energy efficiencies

RESULTS

While design can mean many things, Soriant defines it in the most literal sense; a redesign and transformation that alters the financial, operational, and strategic trajectory of the department. Our goal is to offer sustainable game-changing results. The installation of new environmentally responsibly, energy saving foodservice equipment and a functional redesign insured:

- Food safety and enhanced food quality
- Foodservice staff flexibility
- Ability to support a variety of menu offerings
- Dramatic reduction in food production/meal delivery labor
- Improve food and workplace safety



ESTIMATED ROI OF \$1.49M OVER 4 YEARS
\$50K+ ANNUAL SAVINGS
IN EQUIPMENT REPAIR EXPENSE

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

