

330-BED HOSPITAL SYSTEM SAVES \$1.3M

CLIENT: Healthcare System
BED SIZE: 330
REGION: Midwest
TYPE: Self-Operated

DEPARTMENT:

- Food Services
- Environmental Services
- Clinical Nutrition Services - Malnutrition
- Facilities Management

CLIENT PROFILE:

- Community Based Hospital
- Three Acute Care Facilities
- Multiple offsite support clinics

KEY OUTCOMES:

- Malnutrition coding reimbursement enhancement of \$500K+
- Annual Furniture savings of \$130K
- Future Call Center centralization

For more information about other Soriant Healthcare customer successes, please visit:

www.sorianthealthcare.com

CHALLENGE

This Midwest healthcare system has managed their support services departments as self-op for several years. They requested an across-the-board assessment which showed opportunity to improve throughput by incorporating staffing changes. FTE and Expense Benchmarks compared unfavorably with top performing services based on total managed volume. The management team sought to reduce operational expenses and increase revenues. Soriant was brought in to complete an in-depth assessment and redefine strategies to maximize each departments functionality, while focusing on increasing overall patient satisfaction.

SORIANANT SOLUTION

Soriant performed a contract versus self-op assessment. Being vendor neutral, with no bias to contract versus self-op, we determined that both FNS and ES met all four major criteria for keeping services in-house/self-op: a strong leadership team, proper infrastructure, no capital investment requirements, and cleanliness/service levels aligned with top performers. The Soriant team was brought in to implement process changes to achieve the identified savings opportunities.

Food Service:

- Align retail hours to match needs
- Centralize Room Service call center hours
- Malnutrition coding program enhancements
- Managed floor stock costs per patient day to benchmark standards
- Evaluated food and supply costs by zero-basing

Environmental:

- Enhanced associate task assignments
- Complete janitorial supply conversions
- In-sourced Physician's Office Building cleaning services

Facilities:

- Transitioned furniture vendor - improved customer service and quality
- Standardized building automation across facilities
- Established off site alarm response protocol
- Negotiated sub-contractor agreements to ensure best rates
- Incorporated proposed span of control structure



RESULTS

Soriant provided the client with advanced analytics, offering management the confidence to make appropriate changes. Opportunities were identified to significantly improve production and satisfaction. With our approach, Soriant links strategy with accountability to sustain results, as highlighted below:

Nutrition Service Highlights:

- Malnutrition coding reimbursement enhancement of \$500K+
- Reduction of food and supply costs
- Increasing retail sales - \$193K annually
- Restructure of call center hours - \$164K annual savings
- Future centralize plan for the call center
- Reduce utilization of patient and non-patient floor stock

NUTRITION ENHANCEMENTS OF \$951K ANNUALLY



Environmental Service Highlights:

- Master Schedule re-engineered
- Increase efficiencies resulted in savings of \$158K
- Housekeeping supply expense reduced by \$25K
- In-sourced cleaning services - net savings of \$18K

ENVIRONMENTAL SAVINGS OF \$211K ANNUALLY

Facilities Highlights:

- Furniture procurement and service savings of \$130K
- Service contracts Savings of \$24K

FACILITIES MANAGEMENT SAVINGS OF \$154K ANNUALLY



\$1.3M IN HOSPITAL SAVINGS ACHIEVED

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

