

UNC LENOIR HEALTH CARE ACHIEVES \$494K ANNUAL SAVINGS



CLIENT: Hospital
BED SIZE: 261
REGION: South
TYPE: Contract

DEPARTMENT:

- Food Services
- Environmental Services
- Engineering

CLIENT PROFILE:

- Community based hospital
- Not-for-Profit

KEY OUTCOMES:

- Guaranteed Savings of \$494K annually
- Vendor contributed capital \$300K
- Transition Engineering from contract to Self-Op

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

“UNC Lenoir Health Care partnered with Soriant to provide review and consultation of our food services, environmental services, and plant facility operations. In addition to their work restructuring our contract deliverables in food and environmental services, Soriant’s expertise assisted Plant Engineering in transitioning our program from an outsourced management model to a highly effective self-managed model. Their knowledge and experience were key elements in helping us understand the complexities of this transition. Soriant’s fresh eyes approach identified key performance indicators where opportunity for improvement existed and they partnered with us to make those opportunities a reality.”

Karl Vanderstouw, Vice-President

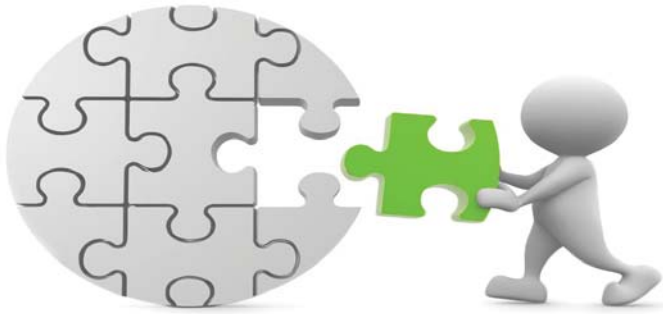
CHALLENGE

UNC Lenoir Memorial is a 261 bed community-based hospital located in eastern North Carolina. Senior Management turned to Soriant Healthcare to assess concerns in several support services departments.

- Food & Nutrition Services had an outdated contract, with no incentive for revenue growth. Vendor fees were high, and patient satisfaction showed room for improvement.
- Catering and floor stock costs were above industry benchmark.
- Environmental Services contract was high on vendor fees, with no contract penalties in place for failure to meet quality metrics. Supply costs were above the industry benchmark.
- Engineering vendor fees were significantly out of alignment with service levels, cost per square foot was above the industry benchmark, and there was little external support from the vendor.

Additionally, the vendor needed to be more engaged in risk-sharing and improved cost management, while showing more transparency in reporting





SORARIANT SOLUTION

The comprehensive assessment identified gaps in service and cost-saving opportunities totalling nearly \$500,000. Through our unique collaborative approach and project management capabilities, the Soriant team led five improvement projects:

- Revise existing FNS and EVS contracts
- Transition Engineering to Self-Op
- Improve floor stock process
- Reduce EVS paper and plastic expenses
- Update catering policies and practices

RESULTS

Through collaboration with UNC Lenoir and their support services vendor, Soriant was able to deliver nearly \$500K in sustainable annual savings, which includes:

- The new contract ensures ongoing focus and commitment from vendor by putting \$100K at-risk annually for quality measures in budget compliance, patient satisfaction, and employee engagement
- \$300K in gifted capital was secured to improve the cafeteria at Lenoir
- Engineering operations was successfully transitioned from contract to self-op, leveraging internal capabilities
- Paper and plastic supply costs were reduced
- Project to reduce catering costs was successful
- Floor stock costs were reduced by 25% with no decline in quality or service



The UNC Lenoir project demonstrates the ability of Soriant Healthcare to balance multiple projects. Much thought is given to the individual needs of each client. From contract negotiation of \$393K to floor stock improvement of \$17K, every dollar counts towards the bottom line.

TOTAL HOSPITAL SAVINGS OF \$495K ANNUALLY

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

