



CUSTOMER SOLUTION CASE STUDY

\$6.5 MILLION IN SAVINGS OVER FIVE YEARS



CLIENT: Queens Medical Center
BED SIZE: 400+
REGION: West
TYPE: Contract

DEPARTMENT:

- Food & Nutrition
- Environmental Services
- Patient Transport
- Call Center
- Concierge
- Contract Services

CLIENT PROFILE:

- Remote Location
- Support Services has been outsourced for 20+ years
- Client preferred to NOT pursue an RFP

KEY OUTCOMES:

- New Vendor Management Team
- No cost capital to enhance patient and guest satisfaction
- Guaranteed Savings of \$1.3 Million per year for 5 year savings of \$6.5M

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

“Soriant Healthcare’s expertise assisted us in restructuring contract deliverables to achieve \$1,300,000 in annual financial returns and over \$1,000,000 in additional revenue.

Experienced professionals were deployed by Soriant that successfully delivered targeted savings. Most noteworthy was their ability to be firm, but work cooperatively with a valued vendor partner. They did the heavy lifting, allowing us to focus on priorities. The outcomes were significant.

The key was having Soriant stay engaged with Queens Medical Center and our support services departments to ensure that the financial savings was achievable and sustainable. We still retain Soriant for ongoing advice and consultation.”

*Paula Yoshioka, Senior Vice President
The Queens Health Systems*



CHALLENGE

This western 400+ bed nonprofit hospital had been managed by an outsourced management company for more than two decades. Remote location caused a lack of outsource options. Hospital reported frustration with current relationship. Soriant completed an analysis of department costs and operations, with a focus to align vendor priorities with the hospitals core strategy.



SORIAN SOLUTION

Soriant performed a detailed assessment including key stakeholders and vendor to provide insight into prioritization. The analysis showed that reaching full potential required successfully embedding sustainability in the hospitals strategy, operations, and culture.

The hospital did not want to pursue an RFP. Outcomes were focused on negotiations with the existing vendor. Soriant developed the appropriate accountability structure to ensure success, with design tools and processes to track progress.

In-depth departmental reviews were held with the vendor to identify several areas of leadership and financial opportunities:

- Build and deploy vendor negotiation strategy
- Facilitate vendor fresh-eyes assessment and report out
- Improve vendor engagement to meet savings and satisfaction targets
- Negotiate contract to ensure savings are real and attainable
- Develop balanced score card (BSC) based on:
 - Patient satisfaction
 - Financial performance
 - Employee engagement
 - Regulatory compliance
- Perform an improvement diagnostic to redefine department potential and processes.

RESULTS

Soriant worked alongside the client to negotiate and implement strategies to fuel cost-effective initiatives within department operations. The management structure and reporting relationships were enhanced to allow for more experienced management oversight of the departments.

- No-cost capital for a build out of the retail areas
- Deployed BSC, set up monthly compliance calls and quarterly onsite meetings
- Determined objective criteria and evaluation tools to ensure unbiased outcomes
- Installed new and competent vendor management team



Soriant continued focus on creating lasting improvements in efficiency and effectiveness made this transition sustainable. The client had our full support throughout the process, ensuring they could focus on their day to day activities while Soriant maintained the strategic focus on the processes. This minimized unnecessary time commitment and efforts of the client. A radical redesign of most processes with a zero-based budgeting approach helped change preconceived notions of attainable budgets and results.

Guaranteed Savings of \$1.3M per year - 5 year total savings of \$6.5 Million

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

