

SORARIANT SOLUTION

Soriant brought in an Interim Manager to run the department for fourteen months. During this time we identified key cost-savings initiatives that aligned with key stakeholder expectations. We worked for and with these stakeholders to develop and prioritize these initiatives for identified categories and focused on improved training and accountability. We were able to track and eliminate \$750K in food waste alone.



As a team we focused on the purchasing program, balancing quality, cost and budget objectives and were able to grow rebate compliance from 42% to 87%. Thus increasing their supplier rebates to \$250K annually.

One key initiative senior management selected was to implement a room service program for their patients and asked Soriant to plan the program on a strict \$100K budget. Our team planned the renovation, established the menus, reduced floor stock, trained the hospital team, and created a policy and procedure manual. By fully understanding their customer behaviors and expectations, Soriant was able to meet everyone's needs and provide a smooth implementation that will positively impact the top and bottom line.

RESULTS

In partnership with this hospital, Soriant Healthcare was able to deliver a superior customer experience and achieve the following:



- \$1.7M savings in Food & Nutrition Services
- Significantly reduced food waste from 11,350 pounds to 3,000 pounds per week
- Used minimal capital to refresh their Retail Space
- Increased their average check by nearly \$1
- Installed a room service program
- Raised their patient satisfaction scores in PRC from 10th to 79th percentile

NO-COST CAPITAL IMPROVEMENTS \$1.7M SAVINGS

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

