



**The Soriant Experience**

Optimal program design and outcomes require expertise and the specific application of strategy, best practices, and program accountability.

Our team of seasoned consultants are renowned subject matter experts that lead the quality validation, regulatory compliance, leadership development, and program development to achieve a support services model with long-term sustainability at the forefront.

Learn more about our team and services today at [info@soriantolutions.com](mailto:info@soriantolutions.com).

**Soriant Results:**

**Average Savings Per Project: \$2.9M**

**Typical Annual Return On Investment: 386%**

**Actual VS. Projected Savings Per Project: 112%**

*"The consultants at Soriant provided an invaluable service to us."*

*-Donna Morris-Snoussi,  
Clinical Nutrition Manager*



*Client Solution*

# Success Story

**LEAN SIX SIGMA**

## Client Profile

**Region:** Mid-Atlantic  
**Bed Size:** 102  
**Department:** Food & Nutrition Services  
**Type:** Self-Op  
**Status:** Non-Profit

### UNIVERSITY OF MARYLAND MEDICAL SYSTEM



**Mt. Washington's staff used their knowledge and creativity to make significant changes to their processes, showing that LEAN SIX SIGMA works! And, that partnering with Soriant is always a good investment.**

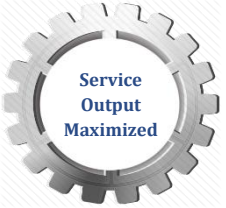
**Project Summary:** Mt. Washington stakeholders needed an effective approach to tackling their problem. Working closely with Soriant, Mt. Washington embraced a Lean Six Sigma process known as a Rapid Improvement Event (RIE). This focused, short duration event was perfect for Mt. Washington because of the emphasis on engaging those who do the work in designing, testing, and implementing solutions in a rapid, interactive learning environment. The Mt. Washington team conducted two RIEs over a six-month period. The first was focused on the process of preparing, delivering, and providing nutrition products to patients. The second RIE was focused on the ordering, receiving, and stocking of nutrition products.

**Key Outcomes:** (1) Timely implementation of diet order changes and the minimization of breast milk expiration, (2) reduction in product search times and expired products by reducing the number of products to only those needed, and (3) improvement in bulk inventory warehouse management.

# MT. WASHINGTON PEDIATRIC HOSPITAL – RAPID IMPROVEMENT EVENT (RIE)

*Improving Quality, Reducing Expenses*

Mt. Washington Pediatric Hospital is a busy specialty hospital that provides family-focused, integrated care to infants and children. With an intense focus on patient safety and as part of their improvement efforts, Mt. Washington transitioned to a new enteral program. The new program drastically improved diet management and tracking for all patients. However, it brought with it the opportunity to re-examine all processes related to clinical nutrition. Hospital leadership knew they needed a different approach. Working closely with Soriant, Mt. Washington embraced a Lean Six Sigma process known as a Rapid Improvement Event (RIE). This focused, short duration event was perfect for the hospital, as its emphasis is on engaging those who directly work with patients and caregivers in designing, testing, and implementing effective solutions in a rapid, interactive learning environment.



## SIGNIFICANT CHALLENGES

The Mt. Washington team conducted two RIE's. The first focused on enhancing the process of preparing, delivering, and providing nutrition products to patients. The second RIE focused on improvement in ordering, receiving, and inventory management.

## THE SORARIANT SOLUTION

### RIE #1:

The team, led by Soriant, was comprised of doctors, nurses, dietitians, and IT specialists. They analyzed the data and identified all of the “waste” problems in the system. A “future state map” was developed and teams refined their workplace solutions. The team reconvened to build and implement a plan, which was rolled out over a few short weeks. Over three days, the team focused on two major challenges: (1) timely implementation of diet order changes (2) minimizing the expiration of breast milk.

### RIE #2:

The second challenge was to: (1) reduce product search times, (2) remove unneeded inventory, and (3) eliminate storage of expired products. The improvement to bulk inventory management resulted in decreased search times and inventory.

## TEAM ACCOMPLISHMENTS

1. **Reduced time between diet order changes submitted and implemented**
2. **Minimized breast milk expiration**
3. **Generated noticeable change in the environment**

*These before and after pictures show infant nutrition product storage. This RIE improved safety by ensuring the right infant receives the correct product. Nursing staff is now able to quickly find what they need, giving them more time for the babies for whom they care.*



*Before*



*After*

**Impressed by our expert strategists' exemplary outcomes on this project?**

**Connect with us today simply by calling 770-777-6633, or just send us an email at [info@soriantolutions.com](mailto:info@soriantolutions.com).**