

SUTTER HEALTH ACHIEVES 1.2M SAVINGS IN FNS CONTRACT NEGOTIATION



CLIENT: Healthcare System
BED SIZE: 1100
REGION: West
TYPE: Contract

DEPARTMENT:

Food & Nutrition Services

CLIENT PROFILE:

- Northern California
- Not for Profit

KEY OUTCOMES:

- Contract Renegotiation
- No-cost Capital Infusion
- Enhanced Malnutrition Coding Revenue

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

CHALLENGE

Sutter Health, a non-profit healthcare system headquartered in Sacramento, CA, has 24 hospitals in their network. The region in East Bay and East Bay Alta Bates, comprised of eight hospitals, was struggling in Food & Nutrition Services. The senior management team engaged Soriant Healthcare to assess the situation. The following challenges were discovered:

- The Contractor agreement placed financial risk on Sutter Health, with no methodology for financial accountability.
- Department leadership and District Management were sub-par.
- Cafeteria pricing and menu mix were not effectively managed to provide sufficient cost recovery.
- Floor stock, catering policies, and controls were poor.
- Malnutrition coding dollars were not maximized.
- In some locations, employee engagement and clinical team satisfaction was a concern.



The Soriant team was engaged to manage the RFP process and partner with senior management to create solutions for the identified challenges.



SORARIANT SOLUTION

Soriant started the engagement by negotiating the vendor contract for Sutter Health. The vendor:

- Changed department leadership
- Committed to no-cost capital, used to build-out needed retail upgrades

Next, the team implemented the Malnutrition Coding initiative including:

- An interdisciplinary approach to documenting malnutrition, which included a physician liaison, coders, and registered dietitians
- Utilizing ASPENS criteria for malnutrition diagnosis including physical assessments
- Improved malnutrition documentation, and collaboration between registered dietitians and providers



RESULTS

Soriant quickly addressed all the concerns of Sutter's executive management, resulting in the following:

- A new contract provider was selected resulting in a higher caliber of on and off-site management
- Guaranteed \$1.2M savings
- Increased employee engagement
- Enhanced revenue of \$200K from malnutrition coding in the first year

With the Soriant partnership, Sutter health achieved the quality levels and cost benefits they desired.

Health system renegotiates Contract to achieve guaranteed savings, no-cost capital, and improved employee engagement

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