



CUSTOMER SOLUTION CASE STUDY

INTERIM MANAGER IMPROVES STAFF AND PATIENT SATISFACTION



CLIENT: Health System
BED SIZE: 1031
REGION: Northeast
TYPE: Self-Op

DEPARTMENT:
 Food and Nutrition Services

CLIENT PROFILE:
 Interim Management Needs

- KEY OUTCOMES:**
- Interim Department Management
 - Department managers engaged and accountable
 - Improved staff and patient satisfaction

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

CHALLENGE

This northeast regional hospital system has been one of the most respected healthcare providers in the New Jersey and metropolitan New York areas for almost 150 years. Their growth has been in keeping with the times, with an unwavering commitment to quality patient care. Senior management sensed a disconnect between managers and hourly employees, and Soriant Healthcare was engaged to provide Interim Management. Our team identified the following challenges:

- Current department managers needed clarity regarding individual duties and department structure
- Management struggled with implementing a vision to provide exceptional service
- Non-existent sense of ownership and urgency
- A follow-up system needed to be established
- Communication/teamwork needed improvement

Soriant sent in a seasoned consultant with an extensive background in Food & Nutrition Services to provide interim leadership. Our fresh eyes approach, combined with the opportunity to observe and assess operations on a daily basis, resulted in an immediate action plan.



SORARIANT SOLUTION

Our on-site Interim Manager immediately restructured the FNS department. Responsibilities and jobs were redefined and assigned to the management team, holding them accountable for their specific work areas.



Our assessment determined an action plan which included:

- Focus on customer/patient satisfaction
- Empower management team to make key decisions
- Emphasize support staff needs and productivity
- Identify areas of improvement
- Establish bi-weekly management meetings between the three hospitals
- Increase hourly employees morale
- Project management follow through



Other areas of concentration included managing employee requests, discipline, rounding, training, scheduling, education, hiring, and yearly evaluations.

RESULTS

In partnership with Soriant's Interim Manager, this three-hospital system was able to improve the structure of the Food & Nutrition Services Department. Managers have now established "ownership" of their departments, and quickly respond to the needs of their customers. Soriant's approach has allowed for a clear vision of setting expectations and performance for all positions. Moral amongst the hourly employees has greatly improved and the healthcare system continues to take great pride in their commitment to patient/client care.



FOOD & NUTRITION SERVICES OPTIMIZED THROUGH INTERIM MANAGER LEADERSHIP

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

