



CUSTOMER SOLUTION CASE STUDY

PERFORMANCE & PATIENT SATISFACTION OPPORTUNITIES REVEALED BY FNS AND EVS ASSESSMENT



VIDANT HEALTH™

CLIENT: Health System
BED SIZE: 850
REGION: South
TYPE: Contract

DEPARTMENT:

- Food & Nutrition Services
- Environmental Services

CLIENT PROFILE:

- Not-for-Profit
- Regional System

KEY OUTCOMES:

- Contract renegotiated
- Improved client/vendor relationship

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

CHALLENGE

Vidant Health is one of the most progressive not-for-profit healthcare systems, reaching over 1.4M residents across 29 counties in the South. Senior Management had growing concerns over the performance of their contracted vendor for FNS and EVS, and was considering cancelling the contract. They reached out to Soriant Healthcare for a detailed assessment of the vendor, which revealed:

- Both FNS and EVS departments showed poor satisfaction scores
- Vendor was requesting additional labor for EVS, while providing no validation for the need
- Current vendor management leadership in EVS was poor

Our consultant corroborated Vidant Management’s concerns, and Soriant was brought on-board to address the matter, beginning with a careful review of the contract.



Establish Benchmark Comparison

Extensive Internal Assessments

Establish Sustainable Strategies

Efficient Delivery Model

Effective Leadership Collaboration

Labor Management Controls

Sustained Performance Improvement

SORIAN SOLUTION

The Soriant team immediately scheduled a meeting with the vendor Vice-President, who was new to the system, to discuss changes and strategies to improve quality moving forward. He agreed to change out the department leadership, and supported our “fresh eyes” inspection and operational audit. The existing contract was reviewed with the following changes implemented:

- Performance indicators were established
- Labor guarantees were changed from 100% vendor payout and reward to 100% payout for over, and 25% reward to under
- New leadership put into place, including a VPO for the Vidant System



RESULTS

The new contract was signed, which included the new stretched performance indicators. The improvement plan was developed and entered into a project management software to hold the vendor accountable. The entire plan was monitored for progress and follow-up inspections to ensure sustainability.



SORIAN'T'S ASSESSMENT OF VENDOR RESULTS IN IMPROVED CLIENT/VENDOR COLLABORATION

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

