



## CUSTOMER SOLUTION CASE STUDY

# KAISER PARTNERS WITH SORIAN TO OPTIMIZE ENVIRONMENTAL SERVICES



### CHALLENGE

Kaiser Permanente, West Los Angeles, is part of a 43 hospital system. Senior Management observed many challenges in their self-op Environmental Services Department. Patient satisfaction scores were low; as was employee satisfaction.

Leadership reached out to Soriant to express their concerns and request an assessment of the department and management team. Kaiser also sought Soriant's expertise in creating customized tools which would enable the department to be flexible when patient census varied.

**CLIENT:** Health System  
**BED SIZE:** 280+  
**REGION:** West  
**TYPE:** Self-Op

**DEPARTMENT:**  
Environmental Services

**CLIENT PROFILE:**

- 43 Hospital System
- Self-Op

**KEY OUTCOMES:**

- New leadership tools
- Increased productivity
- Improved quality scores
- Enhanced patient satisfaction



### SORIAN SOLUTION

The Soriant team came in with a "fresh-eyes" approach and completed a comprehensive assessment. We partnered with Senior Management to rebuild the EVS department from the ground up. Service Level Agreements with Nursing were established and new rounding tools were hardwired into the department's operations. Soriant dug deep into the daily work schedules for the staff, discovering and implementing large improvements in productivity.

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