



## CUSTOMER SOLUTION CASE STUDY

# INTERIM DIRECTOR AT WAYNE UNC DURING CRITICAL TRANSITION



Wayne UNC Health Care has served the South for over 100 years. They believe in providing high-quality healthcare that's cost-effective.

The sudden departure of Wayne's Plant Engineering Director left a key position vacancy at a critical time. Two Joint Commission inspections were pending, and the hospital was completing a \$40M+ construction project. Based on previous project successes, the client re-partnered with Soriant Healthcare.



**CLIENT:** Hospital  
**BED SIZE:** 316  
**REGION:** South  
**TYPE:** Contract & Self-Op

**DEPARTMENT:**  
Plant Operations & Maintenance

**CLIENT PROFILE:**

- UNC Health Care System
- Not for Profit

**KEY OUTCOMES:**

- On-site management provided during a critical period
- Policies & procedures and improved
- Resolved regulatory compliance issues

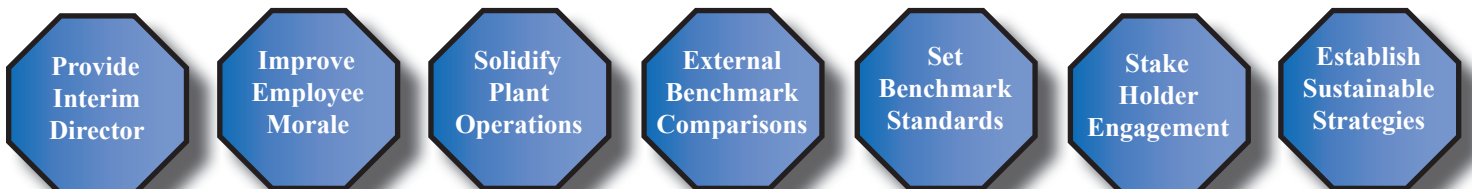
For more information about other Soriant Healthcare customer successes, please visit:

[www.sorianthealthcare.com/case-studies/](http://www.sorianthealthcare.com/case-studies/)

### CHALLENGE

Other challenges were uncovered including:

- Critical staffing shortage in Operations & Maintenance departments, with 11 of 23 positions vacant/soon to be vacant
- Recent implementation of a computerized maintenance management program (CMMS) was in need of completion and optimization
- Low Department morale and engagement
- Key contracts were expired, or expiring, requiring immediate attention





## SORARIANT SOLUTION

Soriant quickly assessed the need for an experienced Interim Director to be placed on-site. Wayne UNC Healthcare agreed.

Within a week, a Soriant Professional Engineer was engaged for the department until a permanent Director was selected. This Interim Director has more than 20 years of leadership, engineering, and performance improvement experience and is well-known as an effective problem solver. Additionally, he used Lean Six Sigma strategies to improve productivity and work flow.

## RESULTS

By using Soriant's Interim Management Services, this hospital was able to achieve the following results:

- Efficient preparation for the Joint Commission inspections
- Immediately establish trust internally with the Plant Engineering team and key Wayne UNC stakeholders
- Policies & Procedures were quickly assessed and improved
- Addressed regulatory compliance issues
- Steady leadership though a time of crisis and change
- Assisted in selection of Director candidate



**Soriant's Interim Management provides stability  
to successfully navigate during a  
critical staffing shortage and inspections**

For more information about achieving similar success, please contact us at 770.777.6633 or [info@sorianthealthcare.com](mailto:info@sorianthealthcare.com).

