

## CUSTOMER SOLUTION CASE STUDY

# SORIAN T PROVIDES KEY INTERIM MANAGEMENT



**CLIENT:** Tift Regional Health System  
**BED SIZE:** 336  
**REGION:** Southeast  
**TYPE:** Self-Op

**DEPARTMENT:**  
 Food and Nutrition Services

**CLIENT PROFILE:**  
 Interim Management Needs

- KEY OUTCOMES:**
- Interim Department Management
  - Financial Improvement/Guaranteed Savings
  - Vendor Contributed Capital

### CHALLENGE

Tift Regional Health System is a growing not-for-profit, three-campus hospital system serving 12 counties in South Central Georgia. After senior management assessed their self-op Food & Nutrition Services, they realized that significant department leadership challenges existed. Soriant was engaged to assess operations and this resulted in placement of an Interim Manager to bridge the gap. We partnered with Tift to resolve the following:

- Develop a leadership presence in production areas
- Eliminate over-production and excessive waste
- Strained interdepartmental relationships
- Low team morale
- Methods for leadership recruiting and on-boarding



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## SORIAN SOLUTION

Our Interim Manager continued to assess and implement solutions in partnership with Tift Regional. Strong working relationships with leaders in Environmental Services and Facilities Management were established. Recommendations were made in collaboration with senior management to improve Food Services rounding and coaching. A plan was put into place to hire a new FNS Director, Executive Chef, and Guest Services Manager. Our consultant led the process, resulting in highly qualified new hires. Additionally:

- Work order system was revamped, providing consistent point-of-contact and project tracking. Vendor costs were reduced and communication improved.
- Order guide was re-aligned and pars were established, eliminating over-production, food waste, and chemical usage.
- The Catering Menu was revamped, and set-up and service standards were established for daily catering.
- Event Planning makeover.
- Leadership provided support during peak meal periods, establishing the service model of “Being Present - Hands On”.
- Updated Policies and Procedures.
- Annual budget was completed, including capital expenditure research and requests.
- “Cerner Go-Live” software was set up for service items such as Boxed Meals, Catering, and Snack Carts. Downtime Protocol & Procedures was established.
- Design Team was brought in for Kitchen and Cafe Renovation and Build Out.
- Hurricane Michael evacuation resulted in facility lock-down.
- Disaster Protocol was implemented, reviewed, and improved.



## RESULTS

Soriant offered cross-functional collaborative efforts to improve the operational, financial, and strategic goals of the department. Sustainable targets were created with game changing results. We established the key “levers” to pull, altering the trajectory of Food & Nutrition department to beat our savings targets and realize sustainable results.

## INTERIM MANAGEMENT TEAM MAXIMIZES OPERATIONS, WHILE CREATING LONG TERM SOLUTIONS

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

