



The Soriant Experience

Optimal program design and outcomes require expertise and the specific application of strategy, best practices, and program accountability.

Our team of seasoned consultants are renowned subject matter experts that lead the quality validation, regulatory compliance, leadership development, and program development to achieve a support services model with long-term sustainability at the forefront.

Learn more about our team and services today at info@soriantolutions.com.

Soriant Results

Average Savings Per Project: \$2.9M

Typical Annual Return On Investment: 386%

Actual VS. Projected Savings Per Project: 112%

"There is a high level of satisfaction in watching the departments embrace the tools we provide and see the improvements to the patient experience."

-Matthew Sedor, Consultant



Client Solution

Success Story

ENVIRONMENTAL SERVICES

Client Profile

KAISER PERMANENTE OF WEST LOS ANGELES



Region: Western

Bed Size: 280+

Department: Environmental Services

Type: Self-Op

Key Outcomes: (1) Provided new leadership tools, (2) increased productivity, (3) improved quality scores, and (4) enhanced patient satisfaction.

Soriant's methodology reorganized operations to a more streamlined and efficient workflow resulting in increased employee morale having a positive impact on the patient experience.



KAISER PERMANENTE LOS ANGELES MEDICAL CENTER

Environmental Services Optimization

Kaiser Permanente, West Los Angeles, is part of a 43-hospital system. Senior Leadership observed many challenges in their self-op Environmental Services Department.

Patient and employee satisfaction were low, employee engagement was strained, and deployment of staff was misaligned. Kaiser was also looking for customized tools which would enable the department to be flexible when patient census varied.



THE SORARIANT SOLUTION

The Soriant team came in with a “fresh-eyes” approach patterning with Senior Leadership 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 staff, discovering and implementing scheduling changes to service demands. Solutions implemented include:

- ⇒ Custom census-based “Flexing Guide” for the department
- ⇒ Pattern of Management established for each team member
- ⇒ Newly established Nursing Service Agreements that clearly defined leadership’s expectations
- ⇒ Implemented new quality assurance tool and process to drive satisfaction

PROJECT RESULTS

The Soriant team worked side by side with department heads to deliver a clear and defined plan for the staff, with no reduction in services leading to increased quality. Highlights include:

- ✓ Patient Satisfaction scores improved from 70.6 to 84.8
- ✓ New expectations were defined for managers for the rounding process between new Patient/Nurse/Employee
- ✓ Employee productivity increased
- ✓ Improved visibility at MOB’s by management team
- ✓ Established new standards for cleaning
- ✓ Validated appropriate staffing levels per new cleaning standards

Soriant understands how each client faces unique challenges created by complex management situations, patient behavior, and, departmental consolidation. This can create challenges but also allows opportunities for streamlining process and increasing productivity.

Impressed by our expert strategist’s exemplary outcomes on this project? Connect with us today simply by calling 770-777-6633, or just send us an email at info@soriantolutions.com.