



## 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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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 inspection tool to drive satisfaction



## RESULTS

The Soriant team delivered a collaborative solution for each department that led to cost savings, a clear and forward moving direction for the staff, and no reduction in services. Additionally:



- 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

## REORGANIZED EVS OPERATIONS RESULT IN INCREASED PATIENT SATISFACTION AND IMPROVED MANAGEMENT & EMPLOYEE PRODUCTIVITY

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

