

## COMMUNITY HOSPITAL ACHIEVES \$240,000 SAVINGS

**CLIENT:** Health System  
**BED SIZE:** 220  
**REGION:** Midwest  
**TYPE:** Self-Op

**DEPARTMENT:**  
Food and Nutrition Services

- CLIENT PROFILE:**
- Acute Care - Full Service Regional System
  - Operational issues due to Acquisition

- KEY OUTCOMES:**
- Improved employee engagement
  - Increased productivity
  - Decreased floor stock cost per patient day
  - Savings in FNS of \$240K

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### CHALLENGE

A small Midwestern community based hospital was recently acquired by a larger hospital. The executive team cancelled the existing FNS vendor contract and consolidated the food service leadership team. Despite engaged and knowledgeable staff, the scope of managing two hospitals was overwhelming. Additionally, the patient feeding delivery model was outdated, utilizing a dysfunctional tray line that was heavily staffed. Patient and staff dissatisfaction was documented.

The client contracted Soriant Healthcare to assess opportunities for savings and improvements.

### SORIANANT SOLUTION

The project began with an assessment of Food and Nutrition Services. Soriant determined several opportunities for financial savings, streamlined operations, and overall FNS satisfaction.



## SORIAN SOLUTION (continued)

Opportunities included:

- Transitioned feeding program from traditional tray-line to a host/hostess program
- Improving patient satisfaction, employee accountability, and FNS productivity
- Consolidated bulk meal production, resulting in decrease of production FTE's
- Hired an on-site manager to direct production, retail, and patient services.
- Re-engineered the master schedule, ensuring accurate staffing needs.
- Streamlined patient and retail menus across two campuses.
- Developed an education program which included training in the following areas:
  - Customer Service
  - AIDET
  - Therapeutic Diets
- Decreased production FTE



## RESULTS

Soriant guided the client through large challenges to transform the department model for lasting results, including:

- Improved employee engagement and productivity
- Enhanced patient experience
- Improved quality of meals
- Decreased floor stock cost per patient day

By linking strategy and shareholder expectations, Soriant helped the organization create value, with a focus on increased customer engagement and employee retention, while ensuring optimal service delivery.

# SAVINGS OF \$240,000 FOOD & NUTRITION SERVICES AND FLOOR STOCK

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

