

\$5.8 MILLION IN SAVINGS



VIDANT HEALTH™

CLIENT: Vidant Medical Center
BED SIZE: 800+
REGION: Southeast
TYPE: Contract

DEPARTMENT:

- Food & Nutrition Services
- Environmental Services

CLIENT PROFILE:

- Eight hospital system
- Departments operated both in-house and outsource vendors for 10 years

KEY OUTCOMES:

- \$6.6 Million in Capital Investment to enhance patient satisfaction
- Guaranteed Satisfaction levels established with \$475K at risk satisfaction & productivity
- \$5.8 Million in initial savings

For more information about other Soriant Healthcare customer successes, please visit:
www.sorianthealthcare.com

“Vidant Health engaged Soriant for assistance with selecting a sole-source food and environmental services vendor for our 8 hospital system. They exceeded all expectations. Our Soriant consultant was instrumental in developing the RFP, organizing vendor presentations, coordinating site visits, negotiating contract terms, and ensuring the vendor implemented their programs as agreed.

The savings and capital investment for our system surpassed what we could have achieved without Soriant’s assistance. We easily tripled our anticipated annualized saving—which I believe we owe to their industry knowledge and ability. In essence, Soriant did all the heavy lifting and Vidant Health reaped the benefits. I simply cannot say enough positive things about this company.”

Reggie Pearson, Senior VP, Clinical & Ancillary Support Services, Vidant Medical Center

CHALLENGE

A nonprofit corporation with headquarters in Greenville NC, Vidant Health serves a total market of approximately 1.3 million people in 29 contiguous counties in eastern North Carolina. Before partnering with Soriant Healthcare, they managed their Food & Nutrition Services and Environmental Services Departments through a mix of outsourcing and in-house operations.

Vidant decided to collaborate with Soriant to consolidate all Food and Environmentals operations under one contract. Their goal was to more closely integrate processes, reduce costs, and improve patient and staff satisfaction.



SORIAN SOLUTION

Soriant began with an assessment of Food and Environmental services for all eight hospitals to determine the level of financial opportunities and viability of creating lasting improvements by aligning process goals to department objectives. Vidant made the decision to move forward with a request for proposal (RFP). Soriant's process specific solutions included:

- Develop an integrated RFP for Food and Environmental services
- Establish and lead the Vidant RFP team focused on sustainable principles related to strategy, operations, and culture
- Build a financial comparison model to identify baseline savings per category
- Define cross-functional efforts to alter financial, operational, and strategic goals of the departments with game-changing results
- Educate and train leadership on all aspects of the decision making process, including:
 - Hidden vendor revenues
 - Patient day rate specific items that should/should not be included
 - Typical errors made by hospitals in conceding items to vendors
 - How revenues, floor stock, and other items impact the contract
 - Determine an objective criteria and evaluation tool to ensure an unbiased decision
- Negotiate the contract to maximize value and performance



RESULTS

Soriant guided the Vidant team to reach its full potential amid the new challenges and realities of their marketplace, within the limitations of their starting point, as well as the cultural norms of the hospital. We guided leadership through the process and needed actions to support the following realized and sustainable results:

- Remodels/facelifts of existing retail and remodels/facelifts of patient service area to implement new patient service delivery models, including room service
- The new vendor assumed responsibility for unamortized capital from the outgoing vendor (included in the \$6.6 million capital investment)
- All food and environmental services assimilated under one vendor with strategies in place to further integrate as a system
- Retail sales guaranteed with an increase of \$2.1 million annually
- Guaranteed satisfaction levels with an at-risk dollar value for vendor if targets were not reached
- Reduced labor
- A capital investment by the vendor of \$6.6 million

**TOTAL SYSTEM SAVINGS =
\$5.8 MILLION**

For more information about achieving similar success, please contact us at 770.777.6633 or info@sorianthealthcare.com.

