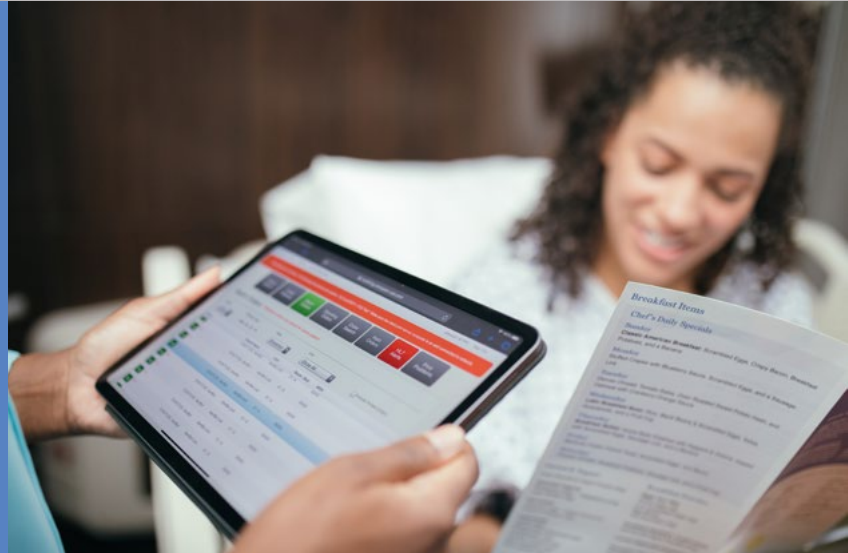


# Good Partners:

## A Guiding Hand for Future Growth

### The Situation

Roper St. Francis Healthcare strives to promote purpose over profit in order to meet the health needs of their community. The system recently announced growth plans designed to expand access to care. System administrators collaborated with Partners Cooperative, an Atlanta-based shared services non-profit, to identify challenges and create viable solutions to support their long-term strategies.



### Challenges



**Inflation**—The worst parts of the pandemic may be behind us, but the industry is still dealing with the aftermath. Food away from home, a subset of US CPI, was up over 8%, year over year in Q1 2023. The pace of change continues to make it difficult for systems to create long-term strategies. This continued cost pressure means finding the right purchasing partner to add value is more critical than ever.



**Workforce Redesign**—Staffing challenges and caregiver burnout are forcing hospital administrators to look for new tools and technology to redesign their workforce, help drive productivity and retain talent. The system understands cost pressures will remain, but as a market leader they must focus on the workforce experience to expand access to care in the communities where they operate.



**Patient Satisfaction**—Savvy hospital administrators understand that continued focus on the patient experience can improve outcomes, bolster employee engagement and boost the system's status in the community. Finding the right partner to deliver enhanced analytics, drive nursing engagement and facilitate unit-specific planning are the key drivers of improved satisfaction and better outcomes.

Roper St. Francis Healthcare is a thriving not-for-profit health system based in Charleston, S.C. With four flagship hospitals, and six strategically placed Emergency Departments, the system's 6,000 team members and nearly 1,000 physicians deliver world-class care across its five-county primary service area.

## The Solution

Via their strategic relationship with Partners Cooperative, Roper St. Francis Healthcare engaged Morrison Healthcare to provide their world-class support services and purchasing power at the lowest possible cost. Morrison Healthcare implemented customized solutions and innovative technology that met the system's unique needs. By replacing the previous contract structure, the system was able to take advantage of a guaranteed cost agreement, which helped the system remove budget uncertainty and better plan for the future. Morrison Healthcare assumed the risk of rising prices, empowering hospital leadership to focus on the needs of the community.



## Results



**Cost Savings**—Only a few months into the new agreement, Roper St. Francis Healthcare is already seeing the power of Morrison Healthcare thanks in part to their exclusive relationship with Foodbuy. Over five years, Roper St. Francis Healthcare is projected to save over 3 million dollars reducing net operating expense by over 7% annually.



**Workforce Solutions**—The introduction of cashless kiosks brought speed and efficiency to the retail customer experience, extending operating hours and driving retail sales—without additional FTEs. These time saving solutions also help create practical and equitable workloads for associates and provide relief for nurses.



**Better Experiences**—By implementing the Morrison Healthcare exclusive patient meal ordering and delivery system—the most affordable, best-in-class solution on the market—team members can easily log, track, and report on meal orders. Plus, the tool is proven to improve order accuracy, enhance patient safety and boost patient satisfaction scores. The tool also keeps nurses operating at the top of their license by shifting non-clinical tasks to support services and providing more predictability around delivery and service requests.

*“Morrison Healthcare standardized our Food & Nutrition Services Department, helping us streamline workflows and improve our processes,” said Charles Fletcher, Vice President Construction, Real Estate & Support Services at Roper St. Francis Healthcare. “There is a lot of fluctuation in the market. With the new contract, we directly benefit from a more stable pricing structure.”*

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