

HHS

Case Study

DESOTO MEMORIAL HOSPITAL

*49-bed Critical Access
Hospital in Arcadia, FL*



HHS CASE STUDY



Overview

DeSoto Memorial Hospital (DMH) is an independently owned 49-bed facility in Arcadia, Florida. The hospital sought to improve operational performance, increase the overall patient experience, and identify inefficiencies to achieve cost savings across their food and nutrition and environmental services.

DMH leadership evaluated several options before determining that partnership with HHS was the best solution. Combining the dietary functions and environmental services (EVS) departments created an opportunity to enhance the performance of both functions. Utilizing a consolidated model that would achieve their goals and provide their employees with access to resources, training, and upward mobility.

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HHS brings a focus on quality and efficiency. The support of all departments and their consistent cost awareness are hallmarks of the HHS staff at DMH. Expense increases have been below inflationary metrics throughout the duration of our partnership. HHS' attention to detail and constant staff training are large factors in their successful support of the DMH organization.

- Dan Hogan, CFO,
DeSoto Memorial Hospital



DMH's Goals:

- Reduce costs
- Grow retail food sales
- Enhance the quality of food
- Increase team member satisfaction
- Improve EVS operational performance
- Improve HCAHPS scores

HHS' Approach

- Combine EVS and food and nutrition into one department
- Community involvement
- Fresh food and locally sourced ingredients
- Leadership engagement
- Elimination of "us and them"; a focus on one team

Results

- 10% reduction in departmental spend
- 38% increase in retail sales
- Media recognition of food quality
- Low turnaround times and 85.4% yearly average in patient satisfaction
- 98.87% team member satisfaction rate



Financial Impact

Cost Savings

10%
annual savings in
departmental spend



HHS improved the environmental services and food and nutrition services from prior performance levels. HHS reduced department expenses by 10% while improving quality.

- Vince Sica, CEO,
DeSoto Memorial Hospital



Retail Food Sales

Challenges and Solutions

DMH wanted to see more activity in their retail cafe space. They sought to actively engage their community while also providing food that staff and guests genuinely enjoy.

HHS developed relationships with local law enforcement agencies, rotary club, teachers' unions, and other organizations to understand the unique aspects of the local community. Thanks to these efforts, the cafe has become a place where police officers and firefighters regularly come to get a good meal in a secure environment. We also leveraged our relationships with these community organizations to generate catering opportunities.

Results

38%  **increase**
in retail sales



Quality of Food

The primary focus was to improve food quality. We first examined who were buying from. Finding vendors and partners that would provide fresh, high-quality ingredients was our first objective.

After selecting local farms and vendors, we also made sure our meats were sustainably sourced and never frozen.

Our leaders instilled a culture of service and care that meant every meal served was an opportunity to promote healing for patients and provide an excellent experience for hospital patients, staff, and visitors.

Media Recognition

Our improvements eventually generated attention from local media, earning us [a feature in a local news outlet](#) titled “Best secret: Hospital food. And tell them Jimmy sent you, Hometown.”



EVS Operational Performance

Challenges and Solutions

DMH knew that the right partnership would drive operational improvement and result in cost savings. As a small, rural hospital, high turnover rates often resulted in drops in quality, more inexperienced staff, and a never-ending cycle of orientation and training.

HHS brought decades of EVS experience and a depth of resources and knowledge to the partnership. With proven programs and procedures in place, the hospital has seen dramatic improvements in the operational efficiency of the EVS department.



Results

Turnaround Times

Prior to the HHS transition, the Med Surg and ICU units at DMH had turnaround time benchmarks of 60 minutes and 45 minutes, respectively. In 2020, EVS maintained the following average turnaround times:

21 minutes
Med Surg Unit

17 minutes
ICU



HCAHPS

**85th
percentile**

Yearly average percentile rank since 2014

**20 point
increase**

Over the first seven years of the partnership

Team Member Satisfaction

Challenges and Solutions

Improving team member satisfaction came down to leadership engagement. HHS; on-site leadership took an active approach to engaging with team members to support their growth and morale. HHS leaders began providing regular training and development workshops. They also encouraged team members to pursue advancement opportunities within the organization.

Our leadership team took a hands-on approach at DeSoto, ensuring the entire team knew they were ready to help and even cover shifts whenever needed. They worked to build authentic relationships with our team members, creating an environment where people felt comfortable voicing their opinions, offering ideas and solutions, and openly sharing any concerns.



Results

Between 2017 and 2020, HHS has maintained a team member satisfaction score of **98.87%**

Conclusion

Understanding the unique goals and desires DeSoto Memorial Hospital had for their environmental services and food and nutrition operations allowed HHS to tailor programs and solutions, which achieved the following:

10%

reduction in
departmental
spend

Increase retail
sales by

38%

Improve the quality
of food, earning
media attention
as a secret dining
destination within
the community

Sustain a

98.87%

team member
satisfaction rate

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HHS has provided great performance in the administration and management of both vital areas in our healthcare processes. We receive positive remarks from visitors on the cleanliness of the facility as well as high marks about the hospital food.

- Vince Sica, CEO,
DeSoto Memorial Hospital

Learn more about HHS' culinary services at [hhs1.com](https://www.hhs1.com)

