



## Foodservice Operational Strategies



***A major reason hospitals outsource a foodservice department is to obtain capital funding. There's no such thing as free capital. Contract transparency and cost management are critical to understanding the true cost of operating a foodservice program.***

### **OUR INDUSTRY MOVES QUICKLY.**

Premier is the partner you need to navigate to the top. We constantly evaluate our solutions to give our members the tools they need for measurable success. At the forefront of foodservice innovation, our newest program designed to give you the competitive edge is Foodservice Operational Strategies (FOS).

Created to help members assess and understand the cost, quality, and performance of their outsourcing agreements, FOS offers solutions to even the most difficult foodservice challenges. No matter how your department is structured, we have a solution that is right for you. We can help you with in-house foodservice operations, outsourcing decisions and processes, as well as the management of your outsourcing agreement, regardless of your incumbent outsourcing provider.

Outsourcing agreements are designed to put all the leverage and benefits on the side of the contract management companies. Let us help you apply the leverage and ability to hold your outsourcing business partner accountable to the hospital – or to you.

**Premier Foodservice Operational Strategies offers the following solutions:**

- ▶ Assess Foodservice department operations
- ▶ Evaluate outsourcing agreements
- ▶ Develop customized RFP for foodservice outsourcing that meets your financial and quality goals
- ▶ Facilitate and manage RFI and/or RFP process and evaluation
- ▶ Achieve contract transparency
- ▶ Manage your outsource agreement

**ASSESSING FOODSERVICE DEPARTMENT OPERATIONS**

Premier will work with you to evaluate and select the most cost-effective solution to meet your foodservice goal. FOS leverages the power of healthcare's largest foodservice buying group, the "industry standard" database for measuring performance and the largest and most experienced team of hospital performance consultants. These combined resources offer our members the information and guidance they need to maximize foodservice performance and results.

- ▶ Comprehensive foodservice department assessment
- ▶ Retail assessment: financial and/or operational perspectives

**EVALUATING OUTSOURCING AGREEMENTS**

Most agreements are not outcomes-based, nor are they structured with provisions to promote quality or cost-effectiveness. It is critical for you to understand the total cost of operating a foodservice department. When a third-party contractor manages foodservice operations, you rarely have visibility to the costs.

Contract companies use several types of contractual arrangements, but there are basically two types: fixed fee or guaranteed cost/profit and loss (P&L).

**Premier can help you evaluate these agreements with a focus on:**

- ▶ Pricing strategies
- ▶ Hidden costs
- ▶ Performance guarantees
- ▶ Contract competitiveness and weaknesses
- ▶ Hospital service requirements and results
- ▶ Operational alternatives for structuring the program

The value of the Premier program is realized when members maximize participation. A clear vision of the big picture is critical. Let Premier's Foodservice Operational Strategies program provide you the blueprint for successful foodservice operations today.

**FOR MORE INFORMATION CONTACT:**

**Todd Foutty, Senior Director**  
Foodservice Operational Strategies  
todd\_foutty@premierinc.com  
330.348.0119 phone  
216.952.1064 cell

**Brian Bachman, Director**  
Foodservice Operational Strategies  
brian\_bachman@premierinc.com  
570.877.4992 phone



• 12255 El Camino Real  
Suite 100  
San Diego, CA 92130  
  
• T 858 481 2727  
F 858 481 8919

• 2320 Cascade Pointe Blvd (28208)  
P.O. Box 668800  
Charlotte, NC 28266-8800  
  
• T 704 357 0022  
F 704 357 6611

• 3600 Market Street  
7<sup>th</sup> Floor  
Philadelphia, PA 19104  
  
• T 215 387 9401  
F 215 387 9406

• 444 N Capitol Street NW  
Suite 625  
Washington, DC 20001-1511  
  
• T 202 393 0860  
F 202 393 6499

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