

# How the Navigator Food Implementation Specialist Can Help Members Increase Compliance and Rationalize Resource Spend

How Navigator Group Purchasing, Inc., the experienced leader in group purchasing for the senior living continuum, guided a senior care organization to strengthen compliance and increase savings through the insights of a Navigator Food Implementation Specialist (FIS).



An assisted living organization enlisted Navigator to analyze how it could increase standardization and eliminate budget deviations in its food purchases across locations. As a Navigator member, the organization has access to use the services of a Food Implementation Specialist (FIS). The FIS collaborated with the member and provided field guidance, dietary expertise and valuable insights.



## **Increasing order compliance and consistency across locations**

The organization faced the challenge of creating order standardization while remaining cognizant of food requirements unique to the residents at each location. Though each location required different products to meet the food needs of its residents, the organization was committed to increasing joint order compliance in order to drive down spend and minimize wasted goods.

## **Upgrading operational efficiencies without interrupting service**

The FIS was tasked with identifying savings in the food category by way of detailed analysis of items ordered by each location and operational approaches to preparation and usage. Applying broad changes to the organization's overall processes could have posed a risk as each location had differing resident needs. As such, a customized analysis and data-driven insights were essential in highlighting methods of correcting inconsistency and overspend while maintaining optimal operational efficiencies.

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### **Detailed analysis to detect potential deviations in purchasing patterns**

To begin identifying how the organization could increase order compliance across locations, the Food Implementation Specialist (FIS) cross-compared each location's food spend. Once the FIS uncovered the location with higher spend, the organization was tasked with applying a best-in-class order process to realign orders across all locations. The FIS also drew attention to specific line items that appeared to be overordered or purchased outside Navigator's food purchasing program, Pinnacle, which had resulted in increased costs for the organization.

### **Improved processes derived from valuable insights**

The Navigator FIS formulated a three-prong approach to identify how the organization could correct its out-of-budget location's processes to drive adherence:

- Develop an in-depth, comparative analysis of food orders at each location
- Understand how these items are utilized by each location via an insightful Q&A posed to the organization
- Gauge the findings against similarly configured organizations whose purchasing behaviors yield high returns and increased compliance

**“Analyzing and changing our operational behaviors helped us make smarter choices and increased savings immediately”**



### **Vendor consolidation with increased member savings and rebates**

As a Navigator member, the organization realized significant food savings and volume allowance payments once they increased compliance on orders with Navigator's Pinnacle food purchasing program. By locations increasing orders through Pinnacle, the organization was able to turn compliance into a revenue stream. This immediate return on investment illustrates the tangible value created from the FIS's business intelligence, insight and guidance.

### **Development and implementation of organizational best practices**

The insights and guidance from the Food Implementation Specialist's (FIS) analyses helped the organization develop a standardized approach to ordering, apply smoother preparation and handling processes, and build a robust roadmap for implementing best practices across multiple locations with differing needs. Furthermore, the analyses aided the organization in reassessing unfavorable operational behaviors that were costing them time and money. The Navigator FIS acted as an advocate for the member, providing complimentary services and insights, without requiring additional resources or driving increased spend.

**Contact us today to find out more about the benefits of a Navigator membership.**

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