With Premier, National Capital Area Shared Services, DC area retirement/senior living provider saves 12% to 15% on food

CHALLENGE
Controlling costs is a challenge for all healthcare communities. Since 2009 National Lutheran Communities & Services (NLCS), based in Rockville, MD, has grown from one community to four in Maryland and Virginia. With that growth has come added incentive to streamline purchasing operations to realize greater value from aggregating a larger purchasing volume.

SOLUTION
Dan Look, the organization’s director of special projects, was engaged to help NLCS in this process. About that same time, Healthcare Council of the National Capital Area’s group purchasing subsidiary National Capital Area Shared Services (NCASS) became an affiliate of Premier.

Look helped NLCS examine its purchasing options, the best of which was to reengage with NCASS, of which NLCS is a founding member. Look is familiar with Premier, having worked with the healthcare alliance on other projects in the past.

NLCS started with food, one of the largest expenses and one of the most important determinants of residents’ satisfaction. Premier and NCASS moved NLCS to US Foods, where Premier has industry-leading pricing. “We started with food and introduced Premier to the purchasing departments of each community,” Look said. “It has been a beneficial relationship.”

RESULT
“We’ve had excellent savings, roughly 12 percent to 15 percent,” Look said.

Because of that success, NLCS plans to conduct a complete purchasing audit in the second quarter of 2013. “Where are we purchasing well,” he said, “and where can we benefit more by engaging more closely with Premier?”

“Is there a silver bullet that has validated our use of Premier and NCASS? No, it’s a variety of reasons. It’s cost savings. It’s access to knowledge. It is efficiency. It is one phone call as opposed to hunting people down. It’s a good partnership. Premier and NCASS are there when we need them.”

Dan Look, director, special projects
National Lutheran Communities & Services,
Rockville, MD

FOR MORE INFORMATION: Call the Solution Center at 877.777.1552 or email solutioncenter@premierinc.com
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