



FRESH CHALLENGES FRESH PERSPECTIVES

an innovative look at what comes next



leadership



management



hospitality



dining & retail



culinary

WELCOME LETTER

Welcome to Scottsdale Operators, Family and Colleagues!

We are so thrilled to be welcoming you to Arizona for our 13th Annual Association for Healthcare Foodservice National Conference! Last year our conference focusd on exit strategies from the Pandemic, but this year we are looking forwards and focusing on fresh approaches to the challenges we know we will all face in the coming months and years. We know this will be an unforgettable event packed with new solutions and tips, amazing networking, fun events, and so much more.

Over the past year our Conference Planning Committee, Board, IAB, Staff, and countless others have been working tirelessly to make this conference as fresh as possible. We would like to take a moment to express our gratitude for all their efforts, leadership, professionalism, and enthusiasm. It's a team effort and we are so honored to be a part of an organization made up of such creative and dedicated individuals. They are here to help make the conference successful for each of you.

We also would be remiss if we didn't give a special thank you to our sponsors and business partners. They support us throughout the year making it possible for members to continue to benefit from AHF's amazing programs and conference.

During the next three days, you will obtain new solutions and best practices from industry experts and nationally renowned speakers. Take this time to build a **fresh perspective to the new challenges** we are all facing. AHF 2022 will be an innovative look at what comes next for our industry.

We will be inspired by innovative, creative, and accomplished friends and colleagues who will help us **refresh** our commitment to excellence in leadership, management, and hospitality. And perhaps most importantly, we will do it all while enjoying great food and much needed networking. We know that you will leave Scottsdale feeling refreshed and ready to jump back into your day-to-day. The year's conference is dedicated to **developing fresh perspectives to fresh challenges**.

Last, but not least, we also want to thank each of you for joining us. Without you, there would be no conference! It is our hope that you all have an amazing conference and take full advantage of the opportunity to **refresh yourself and build new solutions to new challenges**.

Enjoy the Conference!!

Your 2022 Conference Planning Committee:

ERIC EISENBERG

Rogue Valley Manor
AHF President

ROBERT DARRAH

Legacy Retirement Communities
AHF President-Elect

RYAN CONKLIN

UNC REX Healthcare
AHF Past-President

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IAB Chair

GEORGIE SHOCKEY

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IAB Vice Chair

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RICK FARMER

St. Jude Children's Research Hospital
CPC (Culinary Competition Chair)

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Kettering Health Network
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BECKY SMITH

Clark Food Service Equipment
CPC Member

SHAYNE VARNUM

Hobart
CPC Member



Andy Bergman
Conference Co-Chair



Danielle Mason
Conference Co-Chair

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CONFERENCE INFORMATION

CEU INFORMATION

CEUs for the conference have been approved by ANFP, AND, and ACF. Certificates will be sent out by email post-conference.

Attendees can earn up to 17 CEU's maximum, but total amounts earned may vary between the three accrediting bodies below based on their unique accreditation rules.

Once certificates are received, instructions are as follows:

- **ANFP:** Each CDM in attendance will be required to report their CE hours by logging into their online account at www.ANFPonline.org. CDM's are to retain a copy of the certificate of attendance in the event they are audited.
- **AND:** You will add the activity to your online activity log.
- **ACF:** You will send your certificate in to ACF for certification or recertification.

MEMBERSHIP

Stay engaged all year long. Membership starts at just \$225 and comes with more than \$4,000 worth of benefits. Join us or renew your membership: membership@healthcarefoodservice.org.

STAY CONNECTED

So you can connect with us on social media & download our app!

- Select the "WK Conference Access" wi-fi network from your laptop or mobile device
- You will be directed to put in your password.
- Enter AHF password: AHF2022

SOCIAL MEDIA

Share your photos with us, and promote AHF to help us grow. Please use #AHF2022 and #AHFFresh with each post. Tag us on Instagram (@AHF_National), Facebook, LinkedIn or Twitter (@AHFNetwork).

DOWNLOAD OUR MOBILE APP



Download our mobile app for on-the-go access to everything. AHF2022 includes the conference schedule, sponsors, exhibitors, speaker and session takeaways & resources, and more. We will use the app for push notifications so be sure to have it ready!



ABOUT AHF

The Association for Healthcare Foodservice (AHF), is the premier organization for self-operated foodservice management professionals in healthcare and senior dining. We are a 501(c)6 nonprofit organization with a robust membership of professionals and vendors all working in the self-operated foodservice industry. AHF is dedicated to keeping our foodservice departments self-operated, in-house, homemade and the industry benchmark for food service within the healthcare industry.

WHY SELF-OPERATED?

We believe self-operated foodservice increases food quality and customer, patient, and resident satisfaction. We are committed to providing high-quality, nutritious, and comforting meals to those in our care: our patients and their families.

WHO ARE WE?

We are foodservice and nutritional service directors, managers, culinarians, chefs, dietitians—we are caregivers, problem-solvers, innovators, educators, trainers, and leaders. We work hard to provide the best for our customers and organizations. We are the intersection of hospitality, compassion, and healthcare.

CONFERENCE AGENDA

TUESDAY, AUGUST 9

6:18 AM – 10:00 AM	AHF GOLF OUTING <i>Golf Course</i>
8:30 AM – 7:00 PM	REGISTRATION OPEN <i>Culturekeepers Registration</i>
9:00 AM – 12:00 PM	PRE-CONFERENCE DEEP DIVE WORKSHOP: Effective Financial Management & Leadership Skills for Food & Nutrition Services Speaker: Tim Schoonmaker & Kevin Vos <i>Trailblazers AB</i>
2:00 PM – 4:00 PM	AREA ACTIVITY: AHF Work-Life Balance Poolside Party <i>See mobile app for meeting location</i>
2:00 PM – 4:30 PM	AREA ACTIVITY: Native American Fry Bread Making Class <i>See mobile app for departure details</i>
4:30 PM – 5:30 PM	FOCUS GROUP DISCUSSION: Defining Your Brand Statement <i>Sponsored & Hosted by Gordon Food Service</i> <i>Trailblazers AB</i>
6:00 PM – 7:00 PM	PRE-RECEPTION: New Attendee Orientation <i>Cushing</i>
7:00 PM – 10:00 PM	RECEPTION: Opening Reception <i>Sponsored by Hormel Foods Corporation</i> <i>Trailblazers Ballroom & Foyer</i>

WEDNESDAY, AUGUST 10

7:00 AM – 4:00 PM	REGISTRATION OPEN <i>Culturekeepers Registration</i>
7:00 AM – 8:00 AM	BREAKFAST <i>Herberger Foyer</i> <i>Sponsored by Tyson Foods, General Mills & Lavazza</i>
8:00 AM – 8:15 AM	CONFERENCE OPENING <i>Herberger Ballroom</i>
8:15 AM – 9:15 AM	KEYNOTE SESSION: Kitchen Sessions: Inspired Leadership Speaker: Michael Lomonaco <i>Sponsored by US Foods</i> <i>Herberger Ballroom</i>
9:15 AM – 9:30 AM	NETWORKING BREAK
9:30 AM – 10:30 AM	CONCURRENT SESSION: Roundtable Discussions - Room 1: Menu Flexibility & Supply Chain Challenges Room Leaders: Becky Smith & Andy Bergman <i>Trailblazers AB</i>

CONFERENCE AGENDA

WEDNESDAY, AUGUST 10 (CONTINUED)

9:30 AM – 10:30 AM	CONCURRENT SESSION: Roundtable Discussions - Room 2: HR: Recruiting, Engaging, Retaining Staff Room Leaders: Georgie Shockey & Tina Banning <i>Trailblazers C</i>
9:30 AM – 10:30 AM	CONCURRENT SESSION: Roundtable Discussions - Room 3: Foodservice During & Post Pandemic – What Are You Carrying Forward? Room Leaders: Danielle Mason & Dennis Brennan <i>Trailblazers DE</i>
10:30 AM – 11:00 AM	NETWORKING BREAK <i>Herberger Foyer</i> <i>Sponsored by Sysco, Basic American Foods & Vivreau</i>
11:00 AM – 12:00 PM	KEYNOTE SESSION: Sweat the Small Stuff: 12 Fresh Perspectives for your Food Program Moving Forward Speaker: Doug Johnson <i>Herberger Ballroom</i>
12:00 PM – 3:30 PM	AHF TRADESHOW: Business Partner Exhibits (Lunch in Hall by Sponsors) <i>Kierland Grand Ballroom</i>
3:30 PM – 4:30 PM	CONCURRENT SESSION: Culinary Medicine Speakers: Michael S. Fenster <i>Trailblazers AB</i>
3:30 PM – 4:30 PM	CONCURRENT SESSION: A Roadmap to Creating a Best-in-Class Retail Experience and Ecosystem Speakers: Lisette Coston, Christine Guyott, Julie Meddles, Becky Smith & Joe Carbonara <i>Trailblazers C</i>
3:30 PM – 4:30 PM	CONCURRENT SESSION: Replace or Maintain: Fresh tactics on how to approach Capital Planning and Investments Speakers: Bruce Thomas, Steve Cerullo, George Cranmer & Cory Sullivan <i>Trailblazers DE</i>
4:30 PM – 6:00 PM	ATTENDEE FREE TIME
6:00 PM – 8:00 PM	RECEPTION: AHF Culinary Competition & Reception <i>Sponsored by Sunbutter & Clark Food Service Equipment</i> <i>Herberger Ballroom</i> <small>available to family and colleagues, streaming on</small> 
8:30 PM – 10:30 PM	AFTER PARTY! AHF Culinary Competition After Party <i>Sponsored by Smucker's Away From Home</i> <i>Herberger Ballroom</i>

CONFERENCE AGENDA

THURSDAY, AUGUST 11

6:15 AM – 7:15 AM	EXERCISE ACTIVITY: Rise and Shine – Yoga Pilates <i>Marshall's Pavilion</i>
7:00 AM – 4:00 PM	REGISTRATION OPEN <i>Culturekeepers Registration</i>
7:30 AM – 8:30 AM	SPONSORS/EXHIBITORS: Business Partner De-Brief (Breakfast Provided) Moderators: Eric Eisenberg, Stephanie Gilbert, Georgie Shockey <i>Greenway</i>
7:30 AM – 8:30 AM	BREAKFAST <i>Flow/Herberger Foyer</i> <i>Sponsored by Hormel & Gordon Food Service</i>
8:30 AM – 9:45 AM	ROUNDTABLE DISCUSSION: Deep Dive: Supply Chain Challenges Room Leaders: Stephanie Gilbert & Sarah Karnatz <i>Trailblazers AB</i>
8:30 AM – 9:45 AM	ROUNDTABLE DISCUSSION: Deep Dive: Supply Chain Challenges Room Leaders: Eric Eisenberg & Shayne Varnum <i>Trailblazers C</i>
8:30 AM – 9:45 AM	ROUNDTABLE DISCUSSION: Deep Dive: Supply Chain Challenges Room Leaders: Ryan Conklin & TBA <i>Trailblazers DE</i>
9:45 AM – 10:00 AM	NETWORKING BREAK <i>Herberger Foyer</i> <i>Sponsored by Lavazza</i>
10:00 AM – 11:00 AM	GENERAL SESSION: AHF FISH Talks – “Staffing & Labor” Speakers: Jeanine Cosgrove, Peter Testory, Dr. Jeffrey Thompson & Kaitlyn Nishimi <i>Sponsored by Computrition</i> <i>Herberger Ballroom</i>
11:00 AM – 11:30 AM	GENERAL SESSION: FISH Panel Discussion and Q&A Moderator: Seth Grant <i>Herberger Ballroom</i>
11:30 AM – 12:15 PM	NETWORKING BREAK <i>Herberger Foyer</i>
12:15 PM – 1:15 PM	GENERAL SESSION: Celebrate Excellence Awards Luncheon <i>Sponsored by Tyson Foodservice and Silver Fern Farms</i> <i>Herberger Ballroom</i>
1:15 PM – 1:30 PM	NETWORKING BREAK

CONFERENCE AGENDA

THURSDAY, AUGUST 11 (CONTINUED)

1:30 PM – 2:30 PM	CONCURRENT SESSION: Celebrate Cultural Diversity with Culinary Traditions Speakers: Amanda Goldman, Dana Fillmore, & Gregory Wetzel <i>Trailblazers AB</i>
1:30 PM – 2:30 PM	CONCURRENT SESSION: Disaster Survival Kit Speakers: Neal Lavender & Almarie Talavera <i>Trailblazers C</i>
1:30 PM – 2:30 PM	CONCURRENT SESSION: The Future is Now: Leveraging Technology to Combat the Next Wave of Obstacles Speaker: Mike Folino, Dan Henroid, & Drew Patterson Moderator: Benita Gingerella <i>Trailblazers DE</i>
2:30 PM – 2:45 PM	NETWORKING BREAK <i>Herberger Foyer</i> Sponsored by Sysco and Smucker's Away From Home
2:45 PM – 4:00 PM	KEYNOTE SESSION: Leading & Living With Soul! Speaker: Denise Boudreau Sponsored by Sysco <i>Herberger Ballroom</i>
4:00 PM – 4:45 PM	AHF FUNDRAISING ACTIVITY: Rubber Ducky Race (It's Back!) <i>Main Pool – Lazy River</i>
4:45 PM – 7:30 PM	ATTENDEE FREE TIME
7:30 PM – 11:00 PM	RECEPTION: Celebrate AHF! Sponsored by PepsiCo <i>Herberger Ballroom</i>

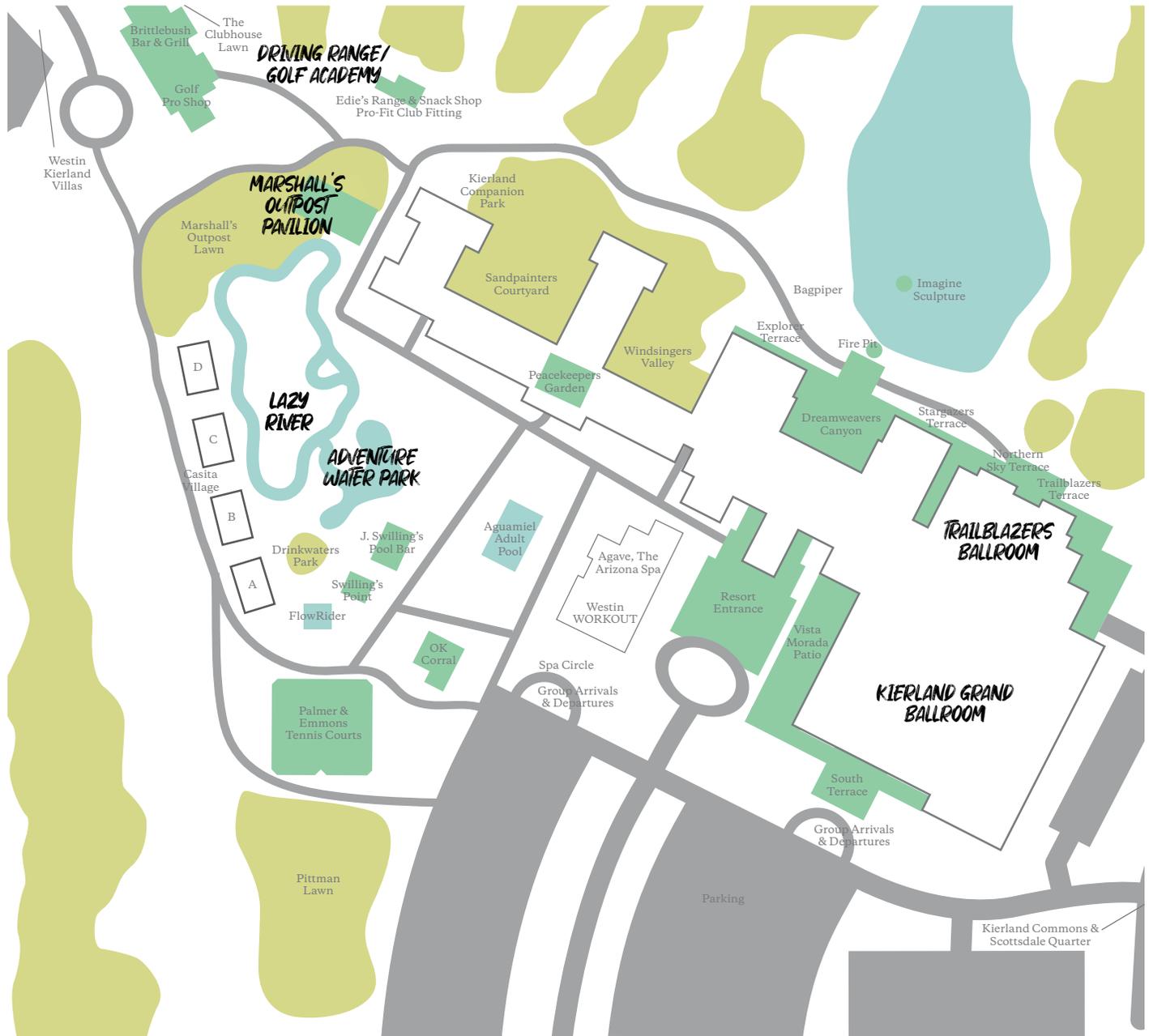
FRIDAY, AUGUST 12

ALL DAY	TRAVEL HOME SAFELY <i>See you in Orlando, Florida, August 7-10, 2023!</i>
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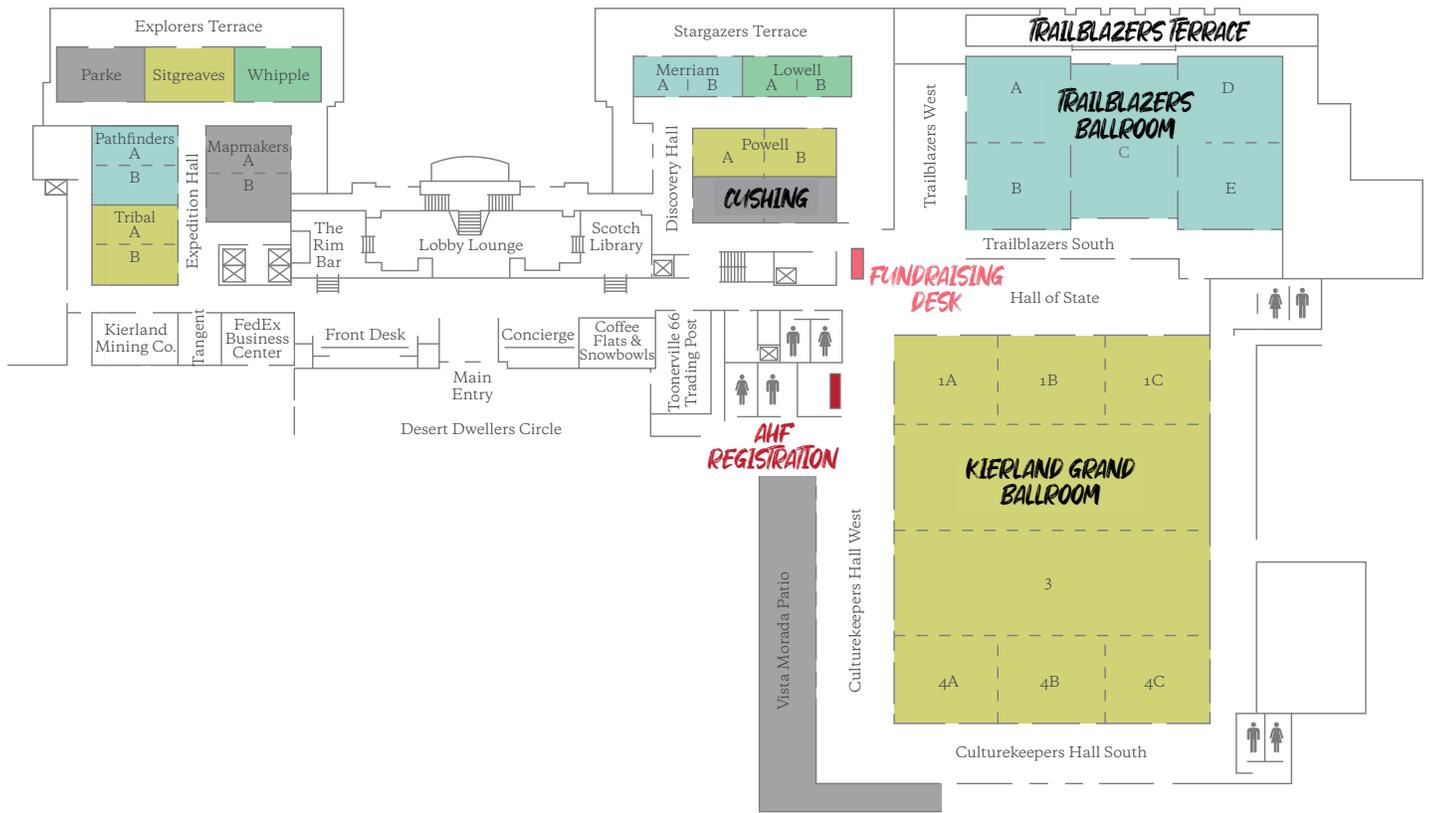
HOTEL MAPS

WESTIN KIERLAND RESORT & SPA

PROPERTY MAP



LOBBY LEVEL



LOWER LEVEL

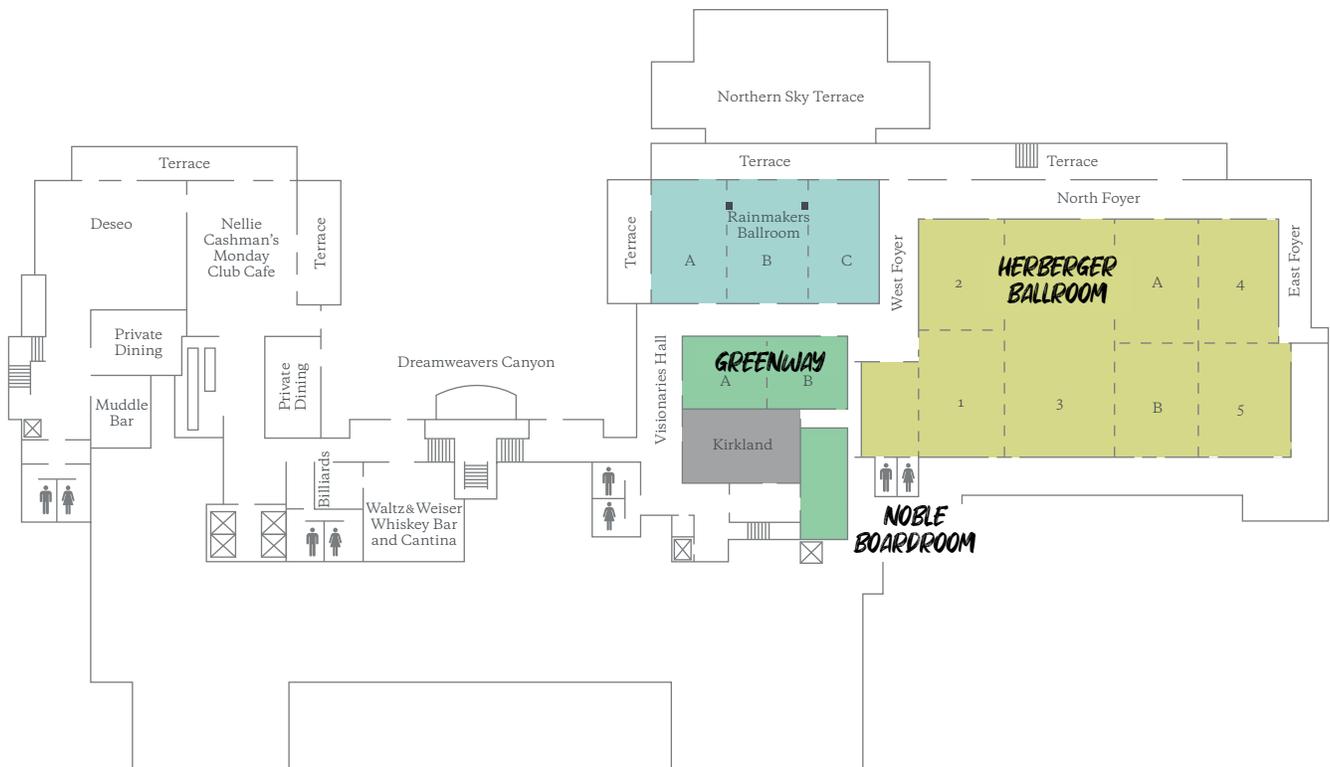
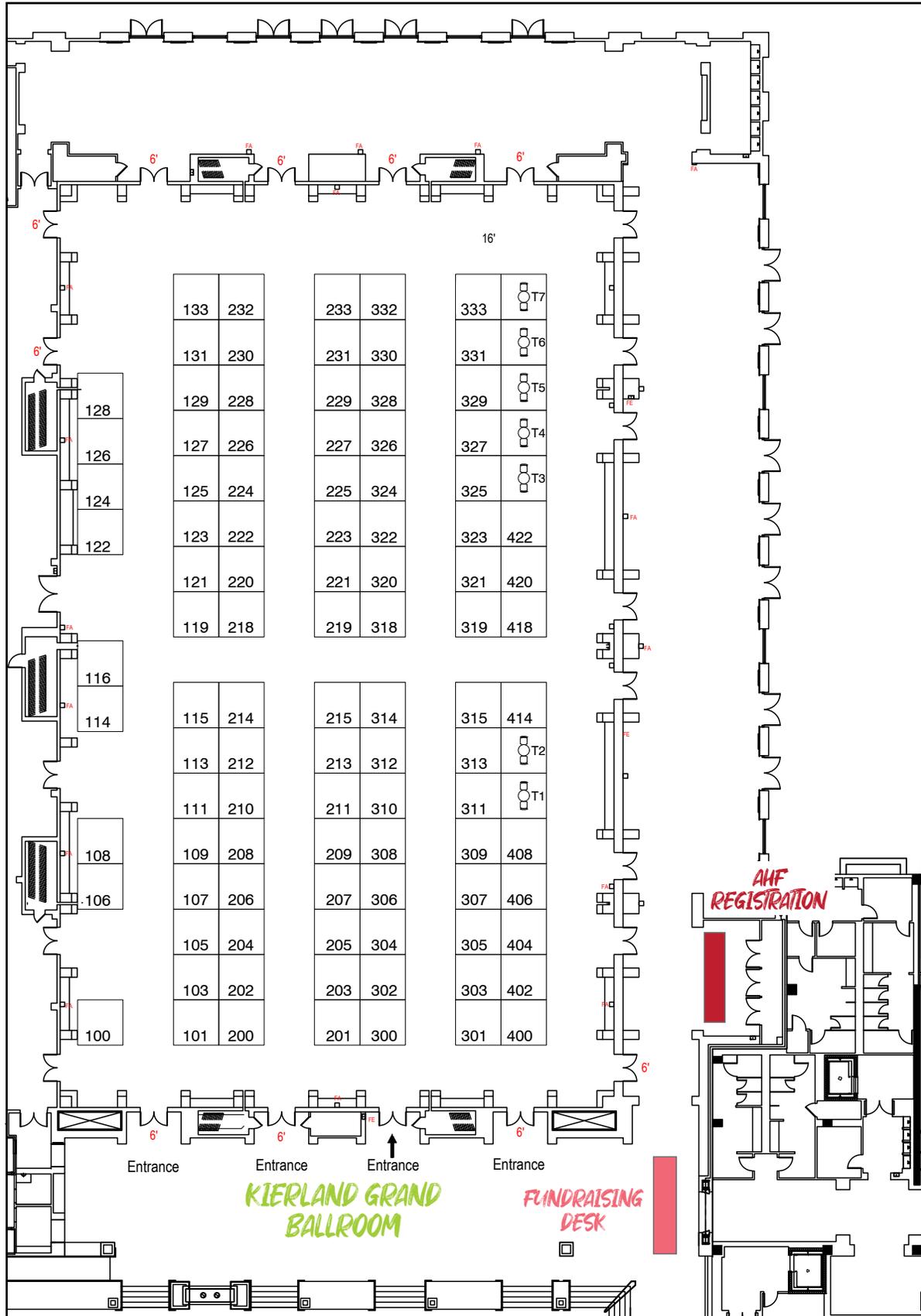


EXHIBIT HALL



Entrance

KIERLAND GRAND BALLROOM

FUNDRAISING DESK

AHF REGISTRATION

EXHIBITOR KEY

- 213 Ada Valley
- 123 Agilysys
- 307 Aladdin Temp-Rite
- 309 Ali Group
- 232 Alluserv
- 229 Alto-Shaam
- T5 Amazon Just Walk Out
- T7 American Culinary Federation
- T3 At Your Service Staffing
- 314 Basic American Foods
- 404 Bleni Blends
- 107 Blue Bunny
- 223 Boar's Head Brand
- 208 Bob's Red Mill Natural Foods
- 402 Brakebush Brothers, Inc.
- 306 BSI
- 226 Cambro Manufacturing
- 121 Campbell's Foodservice
- 221 CBORD
- 212 Clark Food Service Equip.
- T1 CMS Cost Solutions
- 324 Common CENTS Solutions
- 301 & 400 Computrition
- 304 Delegate Group
- 233 DFM
- 406 Direct Supply
- 205 Distribution Market Advantage
- 302 DM&A
- 202 Ecolab
- T6 EcoTensil
- 231 Ekon-O-Pac
- 313 Epicure Digital Systems
- 326 Follett
- 322 Gates Manufacturing
- 119 & 218 General Mills Foodservice
- 115 Gordon Food Service
- 327 High Liner Foods
- 305 Hobart
- 201 & 203 Hormel Foods Corporation
- 325 Hormel Health Labs
- 332 InHarvest
- 418 J&J Snack Foods
- 323 Jackson Warewashing
- 207 Jennie-O Turkey
- T4 Kansas Beef Council
- 126 Kellogg's Specialty Channel
- 422 Kestgo
- 420 Kitchen To Go by mobile modular
- 315 Lavazza Group
- 330 Lyons Magnus
- 114 Marra Forni
- T2 Medi-Meal Emergency Meal Program
- 227 MedVantage/FreshDate
- 113 Meiko USA
- 128 Menu Logistics
- 109 MIC Food
- 310 Middleby Corporation
- 100 MM Hayes Co.
- 230 National Food Group
- 105 Nutrislice
- 225 Ocean Spray Cranberries
- 228 Panasonic Food Service
- 308 Parts Town
- 300 PepsiCo Foodservice
- 331 Peterson Farms Fresh, Inc.
- 321 Pineapple Academy
- 106 & 108 Rational USA
- 211 RC Fine Foods
- 103 Rich Products Corporation
- 320 Rippe Associates
- 204 Ripple
- 124 RoboJo Coffee
- 408 Robot Coupe
- 116 Rouxbe Online Culinary Training
- 214 Ruck Shockey Associates
- 127 Salm Partners
- 224 Schwan's Company
- 222 Silver Fern Farms
- 220 Smucker Away From Home
- 111 SR Max Slip Resistant Shoes
- 210 Sunbutter
- 101 & 200 Sysco Corporation
- 129 Torani
- 311 TouchWork
- 312 Tractor Beverage Supply
- 319 Tyson Foods
- 206 UNOX
- 219 & 318 US Foods
- 414 Vision Software Technology
- 215 Vivreau Advanced Water Systems
- 303 Webb Foodservice Design
- 238 Welbilt
- 125 Welch's
- 209 Wild Hive for the Washington Red Raspberry Council
- 329 Wismettac Foods
- 133 WOWorks USA
- 131 York Street Caterers
- 122 Zink Foodservice

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Timothy Schoonmaker, MBA, CEC, WCEC, CCA, CDM, CFPP, FMP, MCFE is the Corporate Director and Executive Chef for Centra Health in Lynchburg, Virginia and has worked in the healthcare industry for 21 years in both contract and self op foodservice operations. Chef is a Certified Executive Chef and Certified Culinary Administrator, a Certified Dietary Manager/Certified Food Protection Professional, and recently achieved certification as a Certified Healthcare Environmental Services Professional. Chef Tim serves on the board for the Association for Healthcare Foodservice, and for Big Brothers/Big Sisters of Central Virginia.



Kevin Vos is the Senior Director of Hospitality Support Services for Spectrum Health Delivery System. He is responsible for the strategic planning as well as the oversight of high-quality patient and guest services functions across our nationally awarded integrated health system. Whether Kevin is concentrating on disrupting the typical “institutional” food chain or coming up with unique solutions to help change nutritional behavioral, Kevin’s goal is to improve the health of the community through nourishment, education and wellness.

Deep Dive Workshop:

Effective Financial Management & Leadership Skills for Food & Nutrition Services

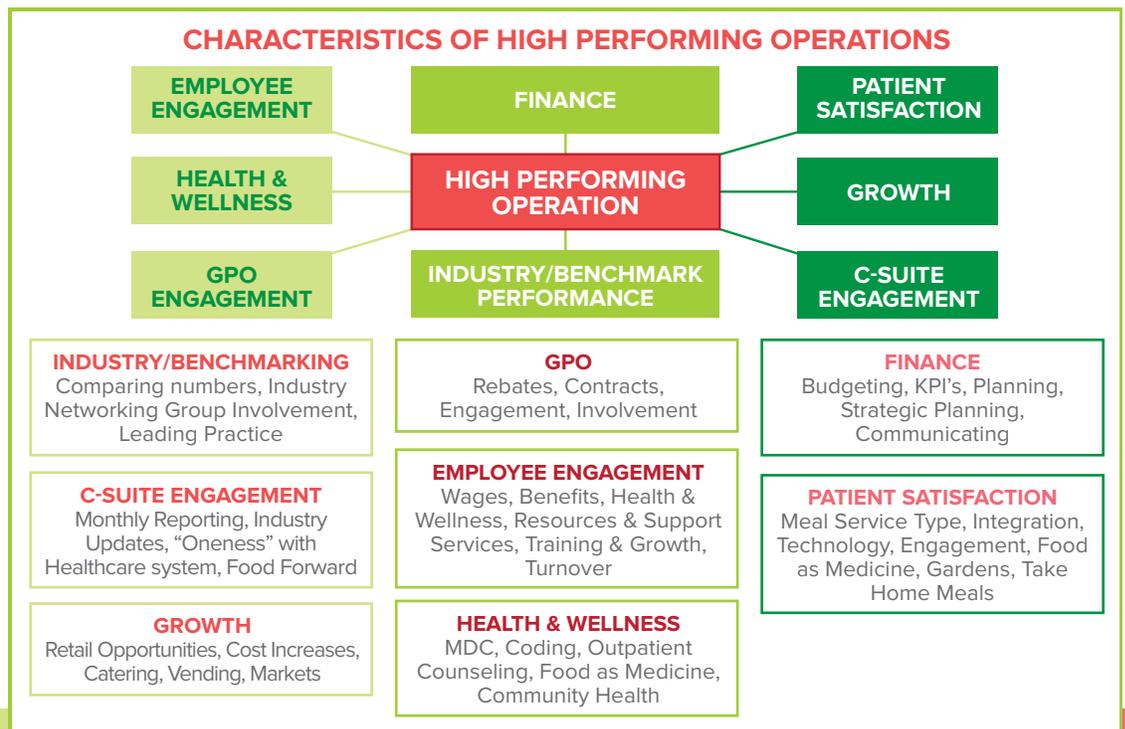
TIM SCHOONMAKER & KEVIN VOS

Join AHF for a 3-hour financial management and leadership acumen deep-dive workshop. This session will be an investment for emerging and experienced Food and Nutrition Service (FNS) leaders which will return improved operational performance. It is intended to provide leaders in FNS a current understanding of practices in financial management that can assist in improving overall performance of their departments. The course will also review other critical leadership skills and knowledge needed to succeed in your current, or future, role. This session is a great option for any FNS leader in acute care or senior living with financial responsibility including directors, managers, chefs, and more.

LEARNING OBJECTIVES

Participants will build upon their financial acumen and leadership fundamentals that develop the capacity to think strategically. This will include participants:

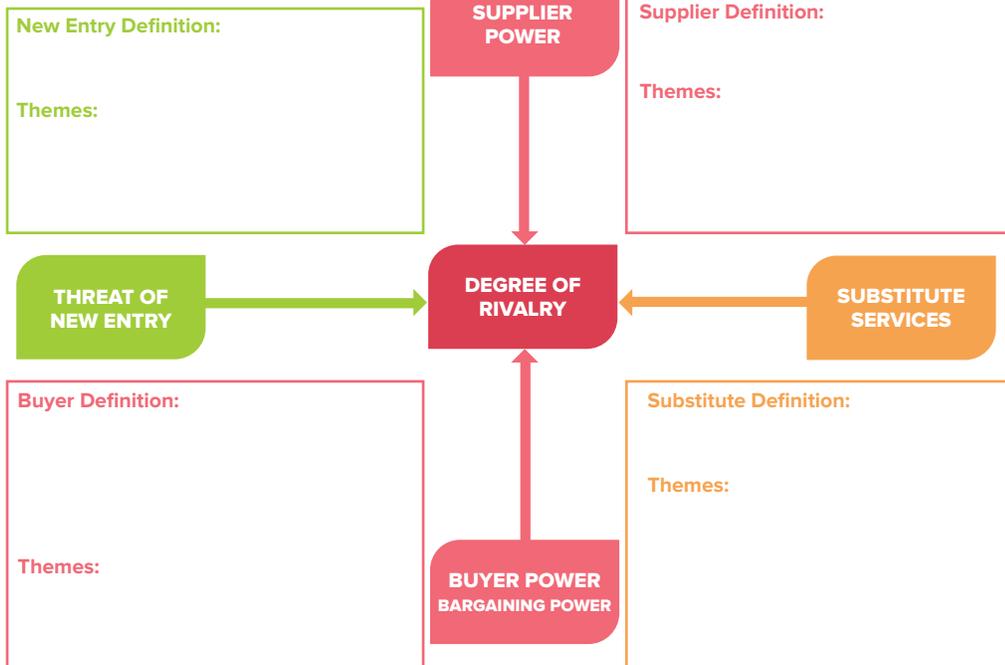
1. Learning to find, understand, and interpret data used to define the current state, compare to industry benchmarks, and executive expectations to establish short term, intermediate, and long-term performance goals.
2. Understanding financial terms & effectively communicate the current and expected states of your department and operation to your executive team, including annual budgets, capital budgeting, interpreting monthly operating reports, and developing action plans/targets.
3. Pulling together the resources needed to establish and maintain a cost efficient, high performing Nutrition Services Department.
4. Building an economic framework of a healthcare foodservice department and how the big picture of your income statement can assist with identifying opportunities to impact and contribute to your health system’s path to affordability.
5. Studying a strategic framework and applying the model to the current food industry to develop a competitive position as a self-operated healthcare foodservice leader.
6. Being exposed to change management tools and techniques to assist you while to implement new strategic tactics.



Deep Dive Workshop NOTES:

ADKAR MODEL	A AWARENESS	D DESIRE	K KNOWLEDGE	A ABILITY	R REINFORCEMENT
<p>FOR CHANGE MANAGEMENT</p> <p>a quick reference guide</p> <p>Change management is the process, tools and techniques that help people transition from current to future state to achieve results.</p> <ul style="list-style-type: none"> ✓ AWARENESS ✓ DESIRE ✓ KNOWLEDGE ✓ ABILITY ✓ REINFORCEMENT 	<p>People know what is changing and why the change is necessary.</p> <p>Lack of awareness leads to confusion.</p> <p>TIPS TO BUILD AWARENESS:</p> <ol style="list-style-type: none"> 1. Start talking about the "what" and the "why" early and often. 2. Ask people if they understand what will change and why the change is necessary. 3. Explain the risk of not changing. 4. Have conversations with direct reports. 	<p>People are personally motivated to participate in the change.</p> <p>Lack of desire leads to resistance.</p> <p>TIPS TO BUILD DESIRE:</p> <ol style="list-style-type: none"> 1. Identify the personal WIIFM (What's in it for me). 2. Ask people how they feel and what they need. 3. Share stories to connect the change to purpose. 4. Include people in creating solutions. 5. Apply resistance management strategies. 	<p>People know how to do their jobs and be successful.</p> <p>Lack of knowledge leads to anxiety.</p> <p>TIPS TO BUILD KNOWLEDGE:</p> <ol style="list-style-type: none"> 1. Provide one-on-one coaching. 2. Train and educate both in and beyond the classroom. 3. Ask people what they need. 4. Ask people if they understand the new performance expectations. 5. Create job aids. 	<p>People practically apply the things they learned in the knowledge step.</p> <p>Lack of ability leads to frustration.</p> <p>TIPS TO BUILD ABILITY:</p> <ol style="list-style-type: none"> 1. Allow opportunities to apply their knowledge in test and workplace settings. 2. Create a safe environment to make mistakes and learn from them. 3. Provide opportunities to work with experts. 4. Provide one-on-one coaching and feedback. 5. Create open forums for Q&A. 6. Identify and create solutions to remove barriers. 	<p>People are able to perform and deliver expected results long term.</p> <p>Lack of reinforcement leads to retreat.</p> <p>TIPS TO REINFORCE CHANGE:</p> <ol style="list-style-type: none"> 1. Identify what kind of reinforcement people need and prefer. 2. Gather feedback regularly. 3. Display performance expectations visually. 4. Celebrate achievements. 5. Continue to communicate and coach. 6. Measure performance and share results.

FOOD INDUSTRY



FINANCIAL MANAGEMENT & LEADERSHIP REFERENCES:

- [The Explainer: Porter's Five Forces - HBR Video](#)
- [Scanning the Periphery - HBR Article](#)
- [What is Change Management? - Prosci - YouTube](#)

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SILVER SPONSORS



ROUNDTABLE DISCUSSIONS

Menu Flexibility & Supply Chain Challenges

BECKY SMITH & ANDY BERGMAN

Replacing traditional presentations, AHF will host guided roundtable discussions where you can learn from your peers. Three rooms will be provided each focusing on a different topic (or topics). Attendees will be able to select from the following three room topics and join their peers in a guided networking discussion. This is a great opportunity to learn from your peers and make new connections.

DISCUSS THE “WHYS & HOWS” OF FOODSERVICE CHAIN SUPPLY CHALLENGES, NOT JUST THE “WHAT”

- Do you know why we have a national chicken shortage and record breaking poultry prices? It's not the Chicken or the Egg, it's both!
- What supply lines have recovered so far, compared to pandemic onset?
- What supply line has the bleakest outlook so far?

SHARE FRESH IDEAS TO CREATE MORE, WHILE USING THE SAME INGREDIENTS AND PANTRY STAPLES IN CREATIVE WAYS

- How have you already shifted your menu?
- Have you changed your menu and recipe development practices?
- What is your “Go-To” ingredient that is multifaceted across numerous recipes?
- What strategies have you implemented and changed as retail targets and inflation are driving that change?

REVEAL NEW AND DIFFERENT STRATEGIES FOR VETTING AND IMPLEMENTING NEW PRODUCTS WHEN YOUR FIRST AND SECOND CHOICES ARE NO LONGER AVAILABLE

- When subbing products on restricted, therapeutic diets, how has your process changed?
 - Is the vetting and approval process different?
- How are you leveraging technology or automation to help?
- How are you leveraging your GPO and distributor resources to manage?

FUTURE PREDICTIONS ...

- With impending Diesel shortages on our horizon, what is the next “Murder Hornet or Monkey Pox” issue that keeps you up at night?
- We are seeing a domino effect of shortages and extended timelines; the effects take months and years to be felt. How are you preparing?
- When will we see full recovery?

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FOODSERVICE

ROUNDTABLE DISCUSSIONS

HR: Recruiting, Engaging & Retaining Staff

GEORGIE SHOCKEY & TINA BANNING

Replacing traditional presentations, AHF will host guided roundtable discussions where you can learn from your peers. Three rooms will be provided each focusing on a different topic (or topics). Attendees will be able to select from the following three room topics and join their peers in a guided networking discussion. This is a great opportunity to learn from your peers and make new connections.

LEARNING OBJECTIVES

- Learn what Generation Z employees are looking for in potential employers
- Learn fresh tips and strategies to incentivize your current labor pool and increase morale in dire circumstances
- Learn what fellow operators and business partners have implemented to keep their veteran staff happy following the great resignation

RECRUITING:

- What are your most critical positions to fill today?
- What have you done to partner with HR on recruiting?
 - Sign on bonus, transportation reimbursements, pay increase, benefit enhancements
- Where and how are you posting your positions? Online?
- Have you used agency?
- Have hiring events assisted you in getting candidates?
- What success have you had when using temp agencies to do a “placement for hire” approach?
- Are your wages attractive to new hires?
- Do you have a job shadowing program that let’s a potential candidate see the operation before saying yes to a job offer?
- What has been your biggest win or success in your recruiting work?

ENGAGING:

- What is your most memorable staff event that everyone is still raving about?
- What fun things do you do in your daily huddles?
- What is the staff’s number one request from leadership?
- Do you have one on ones with your staff on a monthly basis?
- What are the small things you are doing that make a difference?
- What do other departments do to support engagement of your team?

- How do you get your staff involved in events?
- Do you do events outside of work?
- Are there team activities that you do throughout the day, month year?
 - What are they?

RETAINING:

- What is your turnover rate? Do you have a goal to reduce this to a certain percentage?
- What positions are turning over the most today?
- Do you see a certain age group that turns over most often?
- What has changed pre and post pandemic on this trend?
- What is the reasons staff are giving you that they are leaving?
- What has the organization done to incent staff to stay?
- Where do they go when they leave the department?
 - Transfer to another department?
 - Leave the organization and go to a competitor?
 - Leave the organization for a completely different job/ industry?
 - Retire?
- Do you have flexibility in hours, schedules?
- Is your schedule electronic? Is this seen as favorable to your staff?
- Do you have an easy way to offer shifts?
- Do you have a sign up for shifts vs. set schedule?
- What is your most successful retention story and strategy?

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LAVAZZA

TORINO, ITALIA, 1895



Steve Cerullo is the Senior Director of Hospitality Services at Geisinger Health System. He has been with Geisinger Health since 2003.



George Cranmer George has served Trinity Health for nearly 20 years in a variety of local, regional and national leadership capacities.



Cory Sullivan is the Chief Operating Officer at Health Hospitality Partners (HHP), a boutique real estate developer on a mission to bring hospitality to healthcare.



Bruce Thomas joined Geisinger in 1987 as Production Manager of Foodservices at Geisinger Medical Center in Danville, Pa. In his current leadership role Bruce has administrative oversight for Hospitality Services functions.

A Roadmap to Creating a Best-in-Class Retail Experience and Ecosystem

STEVE CERULLO, GEORGE CRANMER, CORY SULLIVAN & BRUCE THOMAS

Why is retail in healthcare an ongoing challenge? During this session, the panelists will address the current staffing, budget, and resource constraints. The session will provide real-life case studies and retail strategies to make your retail offerings more relevant, innovative, and elevated. Operators will leave with concrete takeaways to cultivate enhanced C-suite engagement, further support their organization's mission, and combat employee burnout.

LEARNING OBJECTIVES

- Attendees will learn to understand the unique challenges they face including labor and supply chain shortages and rapid expense growth
- Attendees will learn to overcome challenges utilizing customization, technology, and other tools
- Attendees will understand how to align their retail operations to their organizational mission while also being open to new partnerships

KEY TAKEAWAYS

With an ever evolving and challenging macroeconomic climate, healthcare leaders are facing new and unique challenges:

1. Skyrocketing Labor Shortages and Costs: Healthcare is on the precipice of the "Labor Cliff" (1) rampant staffing shortages meaning hospitals are having to turn to more costly solutions, (2) higher rates of burnout, mental health issues, and compassion fatigue, and (3) any aging workforce already engaging in early retirement.
2. Supply Chain Shortages: Hospitals experiencing unprecedented amounts of additional supply chain costs and product shortages across categories.
3. Increasingly Unfavorable Patient Population: Higher patient acuity and volumes of under/ uninsured patients are raising leading to unprecedented expenses per discharges.
4. Untenable Expense Growth: Hospitals are having to spend more on labor solutions including raising minimum wage, using contract-labor organizations, and other higher-cost tactics.

While these operational concerns pose real world challenges, they also offer an opportunity to innovate around current programs to update offerings to be more in-line with the type of retail stakeholders have come to love and expect in their normal daily lives. By embracing the following trends, you and your organization can bring these offerings to life within the four walls of your facilities:

1. Customization is King: There are unique needs and considerations per facility. Healthcare hospitality leaders should look to tailor-fit retail amenities to account for specific populations, customize product offerings to be more relevant, and consider other non-F&B additions to satisfy unmet needs.
2. Tech-Enabled Retail is the Future: Accessibility of offerings – from night shift to limited hours is a perennial challenge. We should look to tech to support cashier-less experiences and expanded hours for hard working team members who want healthy options during off-peak hours.
3. Mixed-Use Concepts Can Solve Multiple Needs: By combining amenities into a single, efficient footprint hospitality leaders can both thrill and delight stakeholders while also freeing up space for other clinical or academic needs. By thoughtfully aggregating uses, we can address previously unmet needs in new ways that support an elevated and differentiated experience, improve rent per square foot, and create more efficient use of space.
4. Align Retail to Organizational Mission: As the healthcare industry increasingly focuses on DEI, hospitality leaders can contribute to this mission-critical effort by thinking creatively about how to bring brands from the community into the four-walls of the hospital/campus. This can make the retail strategy more relevant to the C-Suite thereby securing more resources for subsequent development.
5. Be Open to New Partnerships: Resources and time are limited. To deliver on a comprehensive retail strategy, it may behoove healthcare hospitality leaders to consider finding true strategic partners to provide capital and be long-term thought partners on conceptualizing, building, and optimizing the retail strategy over time.
6. including raising minimum wage, using contract-labor organizations, and other higher-cost tactics.



Lisette Coston is a Registered/Licensed Dietitian with a MBA and 36 years of foodservice management experience.



Christine Guyott is a principal with Rippe Associates, a Minnesota-based foodservice design and consulting firm.



During **Julie Meddles, MS, RD, LD** 23 years at OSUWMC, she has fulfilled many roles; as a dietitian, operations manager, and now Director of Nutrition Services.



Becky Smith, CFSP has been with Clark Food Service Equipment, the #1 Food Service Equipment and supplies dealer in the US, for almost 19 years.



Joe Carbonara is editorial director for Foodservice Equipment & Supplies and restaurant development + design magazines.

Replace or Maintain: Fresh Tactics on How to Approach Capital Planning and Investments

LISETTE COSTON, CHRISTINE GUYOTT, JULIE MEDDLES, BECKY SMITH & JOE CARBONARA

Experts predict that the supply chain issues will persist for the next 24 months which has created a demanding and often confusing approach to Capital Planning and Investments. Coupled with the volatile availability and pricing of materials like stainless steel, navigating what is shaping to be a post-pandemic market is proving to be more difficult than expected. Join our panel of experts as they outline Fresh processes and tactics that will assist with the submission of capital requests and aid in procuring small and large equipment in this complex market.

LEARNING OBJECTIVES

- Attendees will understand how the changes in the equipment supply chain will impact their ability to purchase new items
- Attendees will learn to assess their operations infrastructure to know when to maintain or when to replace equipment
- Attendees will understand how to leverage their foodservice equipment supply chain
- Attendees will learn to present their capital investment requests to administrators and superiors

KEY TAKEAWAYS

UNDERSTAND HOW THE CHANGES IN THE EQUIPMENT SUPPLY CHAIN WILL IMPACT YOUR ABILITY TO PURCHASE NEW ITEMS

- Lead times are longer than they have ever been, and product availability will vary by equipment type and manufacturer
- Prices have increased anywhere from 10% to 50% based on a variety of supply chain-related issues
- How you approach this can vary by the type of purchase (replacing an item vs. a new build, for example)

ASSESS YOUR OPERATION'S INFRASTRUCTURE

- Work with your maintenance team and/or service agent to determine whether it makes more sense to repair or maintain a piece of equipment by looking at repair costs and knowing where an item is within its lifecycle. Maintain accurate capital assessments for real time budgeting and planning.
- Determine what your mechanical, electrical, gas and plumbing infrastructure can handle when adding new equipment or replacing an existing item
- Understand the skill level of the culinary team to determine what types of equipment are most suitable for their use and even get staff input on purchasing decisions when appropriate

LEVERAGE YOUR FOODSERVICE EQUIPMENT SUPPLY CHAIN

- Know what you don't know and use consultants, dealers, service agents/maintenance team, reps and factories to fill in those knowledge gaps
- Exploring whether buying equipment now can help offset pricing pressures and lead time issues
- Determine what's included when working with a contractor, be it an architect, consultant, dealer, etc.

SELLING EQUIPMENT PURCHASES UPSTREAM TO YOUR ADMINISTRATION OR MANAGEMENT TEAM

- Understand your operation's processes and procedures when it comes to making capital requests/investments.
- Create a proforma that outlines costs, expenses, return on investment, etc.
- Use the SABR approach to communicate with management:
 - **S:** Offer a concise statement of the problem
 - **B:** Provide pertinent background information
 - **A:** Include an analysis and considerations of the situation, highlighting what you found/think
 - **R:** List the action requested/recommended/outline what you wantdealer, etc.

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NEW & EMERGING BRANDS



AHF MEDIA PARTNERS





Jeanine Cosgrove



Peter Testory



Jeffrey Thompson



Kaitlyn Nishimi



Seth Grant

FISH Talks: Staffing & Labor

JEANINE COSGROVE, PETER TESTORY, JEFFREY THOMPSON, & KAITLYN NISHIMI, MODERATOR: SETH GRANT

FISH Talks™ (Food, Innovation, Service, and Hospitality) are short 15-minute presentations on innovative and unique topics by subject matter experts. Each focuses on a different area of the industry leaving viewers with a series of inspiring ideas. Watch each of our four FISH speakers as they take us through the “New Directions” we can expect in *Food, Innovation, Service, and Hospitality*.

LEARNING OBJECTIVES

- Attendees will learn how to incorporate automation technologies into their operations to alleviate labor challenges
- Attendees will learn to effectively communicate with and manage their teams
- Attendees will learn to maximize their talent pools and overcoming hiring challenges in light of the great resignation
- Attendees will learn about the potential benefits of a hospitality staffing company in alleviating staffing challenges



FISH Talks: Staffing & Labor NOTES:

FISH Talks: Working Together: Hospitality Staffing in the Healthcare Setting

JEANINE COSGROVE, AT YOUR SERVICE STAFFING

There are several benefits to working with a hospitality focused staffing company that will improve consumers experiences in the healthcare and senior living setting. The term labor is important and lends itself to a basic definition of the assistance you may need. However, the terms “labor” and even “temp” have become outdated and even demeaning to the individuals working in the industry. Hospitality professionals is what a people focused hospitality staffing company can provide to their partners. These professionals know basic service but also possess a good attitude, which is a characteristic you cannot train. These professionals can assist in food service operations and bring a deeper level of customer service, the hospitality heart, that elevates service, not commodity staffing.

LEARNING OBJECTIVES

1. Attendees will learn the difference between labor/commodity staff and hospitality, or people focused staff.
2. Attendees will learn best practices of a hospitality focused organization.
3. Attendees will learn how to improve patient experience as well as the pros and cons of fractional support and how hospitality focused staffing companies can be a true partner to Operators in the healthcare and senior living industries.

THE DIFFERENCE BETWEEN LABOR/ COMMODITY STAFF & HOSPITALITY STAFF

- There are several benefits to working with a hospitality focused staffing company that will improve consumers experiences in the healthcare and senior living setting.
- The term labor is important and lends itself to a basic definition of the assistance you may need. However, the terms “labor” and even “temp” have become outdated and even demeaning to the individuals working in the hospitality industry.
- Hospitality professionals is what a people focused hospitality staffing company can provide to their partners. These professionals know basic service but also possess a good attitude, which is a characteristic you cannot train.
- These professionals can assist in food service operations and bring a deeper level of customer service, the hospitality heart, that elevates service, not commodity staffing.

BEST PRACTICES OF A HOSPITALITY FOCUSED STAFFING ORGANIZATION

- When you engage with a company that is focused on providing hospitality professionals, better practices are the standard.
- Personal interviews are conducted to engage applicants to vet and understand which areas of the industry they would excel in serving.
- Orientation, mandatory trainings, and engagement with senior personnel occur to obtain feedback and verify observations made during the interview process.
- Technology is provided to track hours worked as well as identify preferred staff to build a dedicated team for hospitality partners.
- Rewards and promotions should be a key component of hospitality organizations and their

culture. They should always be on the lookout to retain top talent. Conversely, they must review who may be struggling and be prepared to address that as well.

IMPROVEMENT OF CONSUMER EXPERIENCE AND THE PRO'S AND CON'S OF FRACTIONAL SUPPORT

- It has been our experience that providing hospitality professionals has positively affected and increased the consumer experience at locations we partner with.
- Our team provides a good attitude as well as the skills to contribute to a positive food service experience in the hospitality setting.

WHAT IS FRACTIONAL SUPPORT?

- Fractional employment is a model whereby employees work part-time for several different employers during the week. The difference between fractional employment and part-time or contract labor is that fractional employment typically does not represent project-based or interim work.
- Partnering with hospitality focused staffing companies, where Fractional Support exists, you will receive hospitality professionals with a plethora of experience from all backgrounds within the hospitality industry. Working in the business and industry world, to higher education, to social catering, translates into a diverse, experienced, professional who can provide elevated food service in the healthcare setting.
- The only con would be if you are seeking a concentrated individual with a focused industry background. But in my experience, this will narrow the hospitality experience that can be presented to your consumers.

FISH TALKS
FOOD INNOVATION SERVICE HOSPITALITY



Jeanine Cosgrove-Albert

With a family-owned and operated Brooklyn restaurant bearing her last name and army cook blood in her veins, a career in the hospitality industry was the inescapable path for Jeanine Cosgrove-Albert, Vice President of At Your Service Staffing. However, it wouldn't be until after she pursued a degree and career in social work that she realized this to be her fate. Now, 23 years later Jeanine serves in a leadership position with At Your Service Staffing, a hospitality company focused on providing front of house staffing solutions for clients across the East Coast.

FISH Talks: Building Teams Amidst Chaos

JEFFREY THOMPSON, GUNDERSEN HEALTH

There is always change, sometimes it is much more crisp and spicy. We will explore what it takes to build a resilient staff.

LEARNING OBJECTIVES

- What can be done long before a crisis to prepare for change?
- What does it take to make communication effective?
- What outcomes change when you switch from being in charge of to being responsible for your staff?

GUNDERSEN HEALTH SYSTEM RESPONSIBILITIES

ACHIEVE EXCELLENCE

- Recruit and retain outstanding physicians and staff
- Support career development and enhance professional satisfaction
- Acknowledge and reward superior performance that enhances patient care and improves Gundersen Health System
- Create opportunities to participate in quality improvement, research, and improvements in community health

COMMUNICATION

- Communicate information regarding organizational priorities, business decisions, and strategic plans
- Provide opportunities for constructive dialogue, clarity of goals, and regular evaluation

EDUCATE

- Support and facilitate teaching and learning opportunities
- Provide the tools necessary to continually improve medical practice

REWARD

- Provide competitive compensation consistent with market values and organizational goals of quality, service, and efficiency
- Maintain clear organizational responsibility and integrity to those it serves

CHANGE

- Manage the inevitable rapid changes in healthcare so that staff have an opportunity for participation, for clarity of goals, and continuous modification of the process as well as the outcomes

MEDICAL STAFF'S RESPONSIBILITIES

FOCUS ON SUPERIOR PATIENT CARE

- Practice evidence-based, high-quality medicine
- Encourage increased patient understanding, involvement in care, and treatment decisions
- Achieve and maintain optimal patient access
- Insist on departmental focus on superior patient service
- Work in collaboration with other physicians, support staff, and management across the system in both service and patient care improvements
- Demonstrate the highest levels of integrity and professional conduct
- Participate in or support education and research

TREAT ALL PEOPLE WITH RESPECT

- Listen and communicate both clinical and non-clinical information in a clear, respectful, and timely manner
- Provide and accept feedback in a respectful manner from all staff and outside contacts

TAKE OWNERSHIP

- Provide leadership to improve outcomes quality and service quality
- Work to ensure personal, departmental, and organizations compliance with all legal and educational requirements
- Steadily improve the efficiency and economic aspects of your practice

CHANGE

- Embrace innovation to continuously improve patient care, service, and organizational efficiency

FISH TALKS
FOOD INNOVATION SERVICE HOSPITALITY



Dr. Jeffrey Thompson is the former CEO of Gundersen Health System, pediatrician, and author of "Lead True: Live Your Values, Build Your People, Inspire Your Community." Jeff was CEO of Gundersen Health System for fourteen years; responsible for improving quality, lowering cost and advancing care into the community. Gundersen was nationally recognized for higher quality, lower costs and dropping its greenhouse gases by 95%. Dr Thompson spoke at the Paris climate talks and was honored by the Whitehouse as a champion for change. He is currently the co-board chair of Healthcare Without Harm.

GUNDERSEN
HEALTH SYSTEM.
Where Caring Meets Excellence

FISH TALKS
 FOOD INNOVATION SERVICE HOSPITALITY

Kaitlyn Nishimi

Working within the healthcare and senior living industry for the entirety of her career, Kaitlyn started with Pacific Retirement Services, Inc. as a Manager in Training, learning the ins and outs of every department and looking for opportunities for improvement. Since then, Kaitlyn has provided on-the-ground support as the founding HR Partner at Mirabella at ASU, staffing and managing employees from the ground up after opening the building mid-pandemic. She now supports PRS at a more global level, recruiting for all manager and director positions for the company, as well as all dining-related positions. Stepping into the role at the height of staffing issues, she's managed to reduce leadership turnover and make key hires for company success.

FISH Talks: Talent Selection in the Great Resignation

KAITLYN NISHIMI, PACIFIC RETIREMENT SERVICES

We're not in 2019 anymore. Challenge yourself to look at recruiting in a whole new way! The burden is now on the company to attract talent, and the younger generations have very different priorities when it comes to their job search.

LEARNING OBJECTIVES

1. Attendees will learn to maximize their candidate pool
2. Attendees will learn to maximize effectively communicating with candidates
3. Attendees will learn to maximize the hiring/interview process

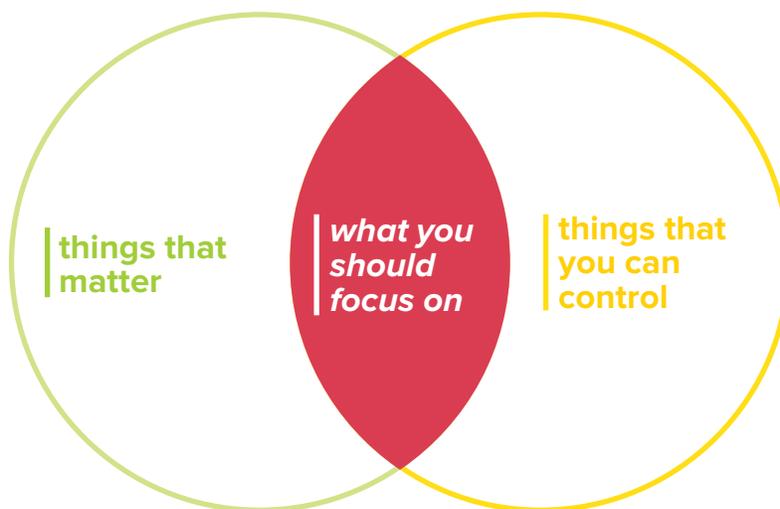
KEY TAKEAWAYS

Review your recruiting and onboarding process. Where are your strengths? Where can you improve? Focus on the things which are important to candidates which you can control. Look for candidates with an eagerness to learn and "screen in" the right balance of soft and hard skills for your team. Focus on teamwork, culture and career growth in interviews. Maximizing your communication with candidates goes a long way – utilize all forms of communication in a personalized way. Contact candidates quickly to capture top talent and be honest and gracious releasing candidates from your process.

The key to longevity is a seamless move from being a candidate to an employee. Ensure your recruiting and orientation practices fit together efficiently, logically and honestly. Your recruiting process can only go so far if your employee onboarding, orientation, training, engagement and retention activities are lacking.

THE GOLD STANDARD OF RECRUITING IN 2022

- Maximize the candidate pool
- Maximize communication with candidates
- Maximize the hiring/interview process





Amanda Goldman, MS, RD, LD, FAND obtained her B.S. in Dietetics from Miami University and her M.S. in Clinical Nutrition from the University of Kentucky. She completed her dietetic internship at UK Hospital. Amanda is currently the Healthcare Industry Sales Strategist for Gordon Food Service. In this role, she utilizes her background to serve as a segment customer operational and financial subject matter expert for the national healthcare sales team.



Dana Fillmore, RDN, received her BS in Dietetics from Eastern Michigan University. She is the Healthcare Marketing Manager for Gordon Food Service where she provides industry guidance shaping sales and marketing strategy within the healthcare and senior living segments, assuring relevant products, tools and solutions to meet customer business needs.



Chef Dugan Wetzel, has been with Eskenazi Health in Indianapolis, IN for the past three years; originally as the Chef Administrator of Café Soleil and now as System Executive Chef. In total, Chef Wetzel has been working in kitchens for the past 13 years. In 2021 Eskenazi Health was awarded the Best Menu Concept Award from Food Management for its Passport Menu.

Celebrate Cultural Diversity with Culinary Traditions

AMANDA GOLDMAN, DANA FILLMORE & DUGAN WETZEL

We all know that food plays an important role in cultural identity and offering diverse menu selections can be a meaningful way to foster an environment of inclusion. Join this interactive session as we discuss ideas and real-life operator strategies to enable your foodservice department to play a leading role in promoting diversity & inclusion within your organization. We will explore delicious culinary offerings from various cuisines that will appeal to staff, patient and resident senses, enhance person-directed care, and elevate the dining experience. Attendees will leave with practical and innovative resources and ideas to celebrate cultural diversity.

LEARNING OBJECTIVES

- Describe how food & nutrition impacts dining in hospitals & senior living from a cultural perspective
- Identify environmental, social & cultural influences on menu options and meal selections
- Implement simple strategies to elevate the employee and patient/resident dining experience that also enhance cultural diversity & inclusion

Food plays an important role in cultural identity. Offering diverse menu selections can be a meaningful way to foster an environment of inclusion. Feature delicious culinary offerings from various cuisines to appeal to

your guests' senses, enhance person-directed care, and elevate the dining experience. Enable your foodservice department to play a leading role in promoting diversity and inclusion within your organization with these tips.

TOP TEN TIPS:

1. Understand the diversity of the population that you are serving. Consider patients, residents, guests and staff.
2. Meet with your employee resource groups and other committees (e.g. resident council) to help determine what culinary traditions they would like to see on your standard menu. Remember to plan for consistency modified and therapeutic diet offerings.
3. Serve authentic theme meals during national heritage months to highlight and educate on diverse cultures.
4. Engage your culinary staff to prepare menu options based on their own culture. Allow them to interact with guests to share about their traditions.
5. Train your culinary team on cultural humility and relevant cooking styles.
6. Feature articles in your company blog, social media, or newsletter to highlight diverse menu offerings and initiatives.
7. Assure inclusion of culture in nutrition education.
8. Support and highlight diverse and minority owned food manufacturers.
9. Collaborate with local restaurants and associations to augment your initiatives.
10. Provide expertise and guidance to assure your organization's community food security initiatives address cultural food preferences and nutrition education.

VENDOR NAME	CATEGORY	RESOURCES
Caulipower	Woman Owned	https://eatcaulipower.com/en/meal-hacks/
HoneyBlaze	Veteran Owned	https://honeyblaze.com/pages/videos
Asian Food Solutions	Asian	https://internationalfoodsolutions.com/videos/
MIC Foods	Hispanic/Latin	https://micfood.com/recipes/

USE RESOURCES FROM DISTRIBUTORS, MANUFACTURERS AND COMMUNITY ORGANIZATIONS. HERE ARE A FEW:

- [National Heritage Month listing from Indiana State University \(www.indstate.edu/\)](http://www.indstate.edu/)
- [World of Taste from General Mills, including activity guide and passport template \(www.generalmillscf.com/\)](http://www.generalmillscf.com/)
- [Filipino, Caribbean, Italian and Sicilian Culinary Traditions from Gordon Food Service \(www.gfs.com/en-us/ideas/healthcare\)](http://www.gfs.com/en-us/ideas/healthcare)



Neal Lavender is an accomplished food and nutrition services professional with over 28 years in the healthcare industry. Since 2016, Neal serves as the Executive Director of Food and Nutritional Services at JPS Health Network in Fort Worth, Texas. John Peter Smith (JPS) Hospital is a 582-bed acute care hospital with a Level 1 Trauma Center employing over 7,200 employees. Neal oversees all food and nutrition services activities in the department, including overseeing 128 staff members and three kitchens.

Neal currently serves on the AHF National Board as a Director at Large. In 2020, he was bestowed with the AHF Exemplary Leadership Award for excellence in leadership. In 2021, Neal and his team were also recognized for the CBORD Visionary Award for their enterprise IT solution work.



Almarie Talavera, NDTR, worked as the Nutrition Purchasing Manager for JPS Health Network; in her role, she has firsthand successfully operated through the pandemic supply chain issues. Almarie earned her Bachelor of Science in Dietetics from Arizona State University. She has been a leader in the food service industry since 2016. She is service-driven; she has a vast knowledge of supply chain management, daily operations, training, operational cost analysis, process improvement plans, and sustainability.

Disaster Survival Kit

NEAL LAVENDER & ALMARIE TALAVERA

In this session, the speakers will use real-life scenarios to explore how one organization maneuvered through multiple disasters and improved service operations as a result. Using a Plan-Do-Check-Act approach to improve processes and services in any situation, continually.

LEARNING OBJECTIVES

- Describe how food & nutrition impacts dining in hospitals & senior living from a cultural perspective
- Identify environmental, social & cultural influences on menu options and meal selections
- Implement simple strategies to elevate the employee and patient/resident dining experience that also enhance cultural diversity & inclusion

KEY TAKEAWAYS

As operators, we must be ready and equipped for any disaster at any time; and preparing for a disaster can be overwhelming. We have an increasing number of disasters, including pandemics, supply chain issues, and severe weather conditions. Here are some steps for your operation to prepare for a disaster.



1. Evaluate and judge the need for resources by disaster
2. Identify your resources:
 - a. Hospital and department emergency response personnel
 - b. Vendors' support
 - c. City health specialist
 - d. Federal and state regulators
3. Locate the availability of the resources pre-disaster
4. Effective communication
 - a. Create SOPs with your resource team
5. Evaluate the quantity and quality of resources required
 - a. Monitor and evaluate inventory in comparison to patient count
6. Identify problems pertaining to the mobilization of the resources
 - a. Emotional intelligence
 - b. Appreciation of personnel
7. Arrange funds for the acquisition of resources
 - a. Determine if the cost of the plan falls on the department or another area of the hospital
8. Verify your plan and train staff members: PDCA Approach (**SEE EXAMPLE BELOW**)

PLAN **I PLAN TO:** Manage winter storm employee absences to prevent service disruptions.

STEPS TO EXECUTE PRE-STORM: Create an Emergency Staffing Plan.

DO **WHAT DID YOU OBSERVE?**

- ✓ The hospital created an emergency staffing hotline managed by HR to send help to critical areas (food service & laundry).
- ✓ We created an Emergency Staffing Plan:
 - ✓ Defined critical functions, the delegation of authority, and staff contingency
 - ✓ Assembled a staffing roster of who stayed and who drove to work.
 - ✓ Placed emergency orders ahead of time to be delivered before the storm.

CHECK **WHAT DID YOU LEARN? DID YOU MEET YOUR GOAL?**

What went well?

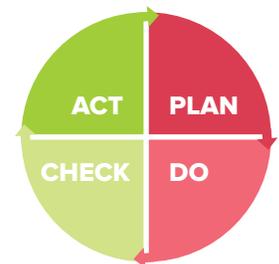
- ✓ All employees who planned on sleeping at the hospital stayed.
- ✓ The emergency truck was organized before the storm.
- ✓ Volunteers from other departments were on standby to assist.

What did not go as planned?

- ✓ Some overnight employees were unsure about when to punch out for the day. There was confusion about clocking in and out.

ACT **WHAT DID YOU CONCLUDE FROM THIS CYCLE?**

- ✓ We had to spend more time training on the attendance policy and expectations of work when staying overnight at the hospital.



DAY 3

01:30 – 02:30 PM
CONCURRENT SESSION

Mike Folino is a two-time graduate of The Ohio State University. He has applied strategic thinking, operations oversight, change management and team leader development to create positive outcomes. Mike is currently serving as the Director of Support Services at Akron Children's Hospital.



Dan Henroid is the director of the Department of Nutrition and Food Services at the University of California, San Francisco Health system where he is responsible for patient meal services at three hospitals totaling 841-beds, seven retail food operations, catering and conference services, 3 gift shops plus oversight of inpatient and outpatient nutrition services.



Drew Patterson, CEC, CCA has been in the culinary field for over 28 years with experience ranging from private county clubs, corporate restaurants and healthcare. Drew is currently a Regional Accounts Manager for Zink Foodservice in Columbus, Ohio focusing on Healthcare and Education facilities.



Benita Gingerella is a Senior Editor for FoodService Director and has been with the publication since 2016. In addition to covering various sectors of the noncommercial industry, she is also responsible for several of the FSD's most beloved series, including Anatomy of a Renovation.

The Future is Now:

Leveraging Technology to Combat the Next Wave of Obstacles

MIKE FOLINO, DAN HENROID & DREW PATTERSON
MODERATOR: BENITA GINGERELLA

Industry leaders predict that the current supply chain and labor shortage issues will persist for a minimum of two years before we start experiencing recovery. As we look for Fresh solutions to these stale issues, our panel of experts will show the immediate impact of available technologies and how implementation is more approachable than ever.

LEARNING OBJECTIVES

- Participants will be able to articulate different types of technologies that address operational concerns including applications to different types and sizes of facilities.
- Participants will be able to determine issues to be included in a project scope for implementing new technologies.
- Participants will be able to understand the different aspects to consider the return on investment and total cost of ownership for technology solutions.

GENERAL TAKEAWAYS:

- Used effectively, robots and other technology can help alleviate the burden of staffing shortages and supply chain issues at healthcare operations.
- There are a wide range of different technologies available on the market today including delivery robots, smart vending machines, food lockers, and more.
- Operators should take time to research different technologies and see if they are a good match for their operation.

BEST PRACTICE TAKEAWAYS WHEN LOOKING TO INTRODUCE TECH TO YOUR OPERATION:

- Decide what solution you are trying to solve with technology... is it labor, expanded offerings (2-3rd shift), or just that wow factor to be on the cutting edge?
- Take some time to start looking at different tech and figure out who to talk to IN ORDER TO find out what is really out there. The market can be confusing as to what is actually available to you.
- Pay attention to regulatory needs for licensing and maintaining such as the health department and others.



Denise Boudreau MHA, LNHA, is President of Drive, which helps healthcare and senior living organizations measure and improve their culture, resulting in improved recruitment and retention. A former nursing home and assisted living administrator, she is a serial volunteer serving on numerous state and national boards. Denise received her Bachelor of Science in Gerontology from the University of Scranton and her Master in Health Administration from Cornell University where she currently works as a student mentor. She is proud to share that she started off her career as a dietary aide and nursing assistant.

Leading & Living with Soul!

SPEAKER: DENISE BOUDREAU, MHA, LNHA

Who you are, what you hold dear, what upsets you, and what underlies your decisions as a leader are all connected to your personal values. The missed opportunity is, most people never take the time to learn what those precious and powerful intrinsic things are! In this session you will have the opportunity to do an introspective reflection on your very own personal values, and recognize how they influence your personal and professional endeavors including overcoming the current staffing crisis. You'll learn practical strategies you can implement immediately to apply these values in your daily routines, allowing you to use them as a driving force and a personal true north star.

LEARNING OBJECTIVES

- Determine your top 10 personal values
- Understand why living a values-driven life is crucial for both person and professional endeavors
- Identify ways to live your values on a daily basis

LEARNING

What does an extraordinary life look like on your terms? How would you feel each day? What would you think? How do you WANT to feel in your life?

No grammar! No rules! Use single words or phrases.

What do you notice as compared to the ten values that you chose for your Personal Values Assessment?

Think about your values.

What does it feel like to be that word? What does it look like? What does it sound like? What your life be like with that word?

Choose 5 electric words! They might be from your top ten or new ones inspired from your reflection on an extraordinary life and your values.

1. _____
2. _____
3. _____
4. _____
5. _____

Now keep these words front of mind! Use them as your computer password. Print them out and hang them by your desk. Write them daily in your planner. Create your own way of living them!



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