



AHF 2024 National Conference

Printable Agenda

Join us August 23-25, 2024, in San Antonio, TX at the beautiful JW Marriott in the Hill Country for AHF's 2024 National Conference. AHF's National Conference is the only place where operators can network and learn exclusively from the self-operated healthcare and senior dining industry. AHF and its members are leading the way in healthcare, senior dining, and hospitality.

AHF is pleased to offer CEUs for those attending the conference. Below is a summary of what has been approved by each credentialing body.

- Association of Nutrition & Foodservice Professionals (ANFP): 13 Credit Hours & 3.5 Tradeshow Hours
- American Culinary Federation (ACF): 13 Credit Hours & 3.5 Tradeshow Hours
- Commission on Dietetic Registration (CDR): 11 Credit Hours

Certificates of attendance for CEU submission will be provided for each accrediting body after the conclusion of the event.

Day 1 - Friday August 23, 2024

Rise Against Hunger Meal Packaging Event

Pre-Conference Activity | 9:00-11:00 AM

***Registration Required - Free**

Sponsored and made possible by Hormel Foods

Throughout this year's conference, AHF has championed efforts to give back and highlight charitable activities and fellow nonprofits. To kick off our charitable events, AHF is partnering with Rise Against Hunger to package 10,000+ meals. Join us on Friday morning from 9:00-11:00 am for our packaging assembly line networking event. Grab some breakfast and then head down to help us meet our packaging goal. Thanks to the generous support of our sponsor Hormel Foods, this activity is free for conference attendees. Registration is required. Depending on the number of attendees registered, we may schedule participation in shifts. Thank you for helping us fight hunger and give back!

Fretail Brewing Company Tour

Pre-Conference Activity | 10:00-11:30 AM



***Registration Required – \$35**

Freetail Brewing Co. was founded in 2008 on the pursuit of creating exciting, innovative, and unique world class beer. We're not just offering a morning beer tour for nothing! Freetail Brewing Company and the JW Marriott has partnered together to develop the "Hill Country Honey Blonde". This unique beer is created exclusively for the JW and can be found throughout the property. The beer is brewed using honey produced by the JW team on the resort's onsite beehives located in a protected and remote location on the 600-acre property. Hop on our transport bus for a tour of the brewery along with a complimentary tasting. Attendees can snag lunch (or a late breakfast) at the brewery before heading back to the property for pre-conference deep dive sessions.

The Food Traceability Rule Is Coming – Is Your Team Prepared?

Pre-Conference Deep Dive Session | 12:15-1:45 PM | CEUs: 1.5

Speakers: Sara Aranda (Gordon Food Service) | Jared Keefer, MPH, RS (DMA) | Ceret Leyva (DMA)

One of the top challenges multi-unit operators will face in the next 18 months is product traceability due to increasing regulations under the Food Safety Modernization Act (FSMA). Section 204 of FSMA, known as the Food Traceability Rule, directs the FDA to identify high-risk foods (i.e.: cheeses, fish, fresh fruit & greens, etc.) requiring additional records and to establish the corresponding recordkeeping requirements. Join our sponsor, Distribution Market Advantage (DMA) and their supply chain industry leaders as they share the impact on multi-unit operators who hold foods on the FTC. This panel of privately held distributor leaders and healthcare suppliers will identify the processes that must begin NOW to deliver January 2026 compliance. Attendees will leave with an understanding of:

- Foods on the FTL common to healthcare and senior living operators
- What CTEs apply to operators and their distribution partners
- The KDEs applicable and record keeping requirements associated with those elements
- How to establish, maintain and activate a traceability plan with your supply chain partners

Unleash Your Leadership Potential with DISC Pro Training

Pre-Conference Deep Dive | 2:00-4:00 PM | CEUs: 2* (ANFP and ACF only)

Registration Required: \$30 fee (Covers DISC Catalyst Assessment)

Speakers: Laura Gibble (Clark Food Service Equipment)

We work in a busy world! And we all have different ways we tend to communicate, approach our work, lead, and interact with others in the busyness of our everyday work lives. DiSC is a personal assessment tool that helps us better understand these natural traits and preferences in



ourselves and others. This information can then help us improve our communication, teamwork, and productivity in the workplace, as well as decrease stress and reduce conflict. DiSC measures behavioral aspects of four basic dimensions of personality: D – dominance, I – influence, S – steadiness and C – conscientiousness. A person’s DiSC profile shows which dimensions they tend to lean more toward and how this impacts their preferred pace, priorities, motivators, stressors and communication style. With this enhanced understanding of ourselves and others, employees can:

- Better leverage their personal strengths and stretch into growth areas
- Develop an appreciation for the natural tendencies of others and benefit from what they bring to the team
- Make changes in how they interact with others to better speak “their language” and build more effective working relationships

Each participant will complete the Everything DiSC® assessment prior to the session and receive a comprehensive personalized report. Your \$30 registration fee covers the cost of this assessment. You will receive reminders from Laura to complete the assessment prior to the conference.

**Please note that due to "DiSC" being a trademarked name & program, CDR credit will not apply to this session.*

A special thanks to Clark Food Service Equipment for making this session possible.

Not Your Average New Attendee Reception

Reception & Networking | 6:00-7:00 PM

Are you a first-time attendee at AHF’s National Conference feeling a bit nervous about not knowing anyone and potentially wandering aimlessly? Don't fret any longer! Join us at our New Attendee Reception, happening an hour before our Opening Reception. This isn't your typical networking event. Instead, you'll be part of a small group led by an experienced AHF operator and business partner leader, ensuring you make genuine connections right from the start. Your group leader will gather everyone and find a quieter spot in the hotel for networking sessions. Rest assured, no one will be left out. Come and join us to forge new friendships and establish connections with industry colleagues that could last a lifetime. By the end of the session, you'll be fully prepared to engage with the larger AHF community and make the most out of the conference experience. Groups will consist of a mix of new operator and business partner attendees, ensuring a diverse and enriching networking experience for all.

AHF’s Opening Reception



Reception & Dinner | 7:00-10:00 PM

Sponsored by Hormel Foods and J.M. Smucker

Now that you've kicked started your conference with some deep dive education and training, it's time to relax, network and eat! Join us for an evening of light music, tasting food from our sponsors Hormel Foods and J.M. Smucker, and drinks. The event will take place in the pavilion with indoor and outdoor space.

Day 2 - Saturday August 24, 2024

Welcome & Awards Presentation

Mainstage | 7:45-8:15 AM

Speakers: Amy Lewis (Kitchens To Go by mobile modular) | Melissa Heuer (Bethany Children's Hospital)

Finish up breakfast and join us for the official opening of AHF 2024! AHF will be making a big splash with its new brand and identity and honoring our 2024 Exemplary Leadership Award Winner.

Fill Your Cup: Emotional Wellness for Exhausted Leaders (with Incorporated Drumming)

Mainstage: Keynote Speake | 8:15-9:30 AM | CEUs: 1.25

Speakers: Mike Veny (Certified Corporate Wellness Specialist® & Best-Selling Author)

You've heard the saying: You cannot pour from an empty cup. As a leader, your cup may be empty, or close to it. After pouring yourself into your job and your employees, there is often little left in that cup for you, your family, and others. It may have led you to question your career choice and possibly even your true passion and purpose in life. Filling your cup can be challenging, but it can be done. This presentation will provide leaders with tools and strategies for protecting and promoting their emotional wellness while supporting the wellbeing of their staff. First, you will learn how to let go of worry and get control of your time. Next, you will learn how to take care of yourself. Finally, you will learn strategies for supporting your employee's emotional wellness.

Learning Objectives:

- Identify strategies for spending your time and energy efficiently, productively, and peacefully.



- Identify strategies for managing stress and preventing burnout.
- Identify strategies for supporting employees' emotional wellness, including having conversations about mental health.

Awards Presentation

Mainstage | 9:45-10:00 AM

Join us as we honor the 2024 winners of the Partnership & Leadership Award and the Spotlight Award.

Leading Across the Gap: Prioritizing Leadership, Performance and Mental Wellness in High Pressure Environments

Mainstage: AHF FISH Talks | 10:00-11:15 AM | CEUs: 1.25

Speakers: Chef Jasmine Parks-Papadopoulos (CHOW) | Lisa Shoopman (Baptist Health) | Anne Phillips (Baptist Health) | Jess Legge (Sifted) | Annemarie Vaupel (Hormel Foods) (Moderator)

In today's high pressure environments foodservice workers and leaders are facing an increasingly complex web of stressors. Leaders are working to protect their own mental health and fight burnout while having the added pressure to keep their teams happy, healthy, and high performing. All this while being told that they need to do more with less. AHF's FISH Talks are a series of short TED -talk style presentations focused on a themed topic.

This year we are focusing on mental health, wellness, and performance in healthcare and senior dining foodservice. Join us as we explore topics such as teams in crisis, high performance teams, mental health, and wellness, LGBTQIA+ topics and gender affirming care. Then continue these critical conversations with your peers during the break and throughout the conference.

10:00-10:15 am- FISH Talk 1: Mastering Resilience: Protecting Your Mental Health While Defending Your Operation

Lisa Shoopman (Baptist Health) | Anne Phillips (Baptist Health)

Being challenged can activate resilience as a skill set. But the greater the challenge, the greater the chance of burnout and fatigue. Lisa Shoopman learned this firsthand when her EVS and FNS operations were slated to be outsourced after a local healthcare system purchased their 250-bed community hospital. After presenting a proposal for maintaining self-operated EVS and FNS operations, Shoopman was told to expand her scope. She would need to persuade the other eight hospitals to end their 30+ year agreement with a contract management company and convert to self-op. It was all or nothing and she only had months to prepare. A few months turned into a few years. Mastering resilience would be key to her team's success, but resources for navigating



the emotional burden of a project this large were scarce. Shoopman and her team spent equal effort researching strategies for defending against a contractor threat as well as strategies for setting boundaries and building resilience. Today, they will share their methods for developing resilience and staying motivated under increasing work demands and stress. Attendees will learn to: Set manageable targets to cultivate confidence

- Engage with your emotions to control them
- Communicate with strategic transparency and remain authentic
- Develop a “growth mindset” – learn from challenges and adapt quickly

10:15-10:30 am- FISH Talk 2: Mental Health, Wellness, and Recovery in Hospitality

Chef Jasmine Parks-Papadopoulos (CHOW)

Let’s talk about issues affecting workplace wellness and how we can create a healthier food/beverage/hospitality industry for all! Join Jasmine Parks-Papadopoulos as she discusses mental health, wellness and substance use recovery. Jasmin will explore how to support wellness within the hospitality industry and to improve the lives of our community through shared stories, skills, and resources. She is an expert in providing support to those supporting others throughout the hospitality industry. Attendees will learn:

- Attendees will learn how to identify team members in crisis
- Attendees will learn how to how to “take the temperature” of their team to assess team wellness and health and provide support.
- Attendees will learn how to create a healthier environment and promote mental wellness for themselves and their teams in high pressure environments.

10:30-10:45 am- FISH Talk 3: Immersive Leadership: Enhancing Team Productivity and Well-Being through Empathy and Technology

Jess Legge (Sifted)

In my FISH talk, we'll be exploring a critical aspect of effective leadership: immersing oneself into the roles and responsibilities of your team to identify friction points and ultimately create a less stressful work environment. Leadership is not just about giving directions from above; it’s about understanding your team's day-to-day challenges. By stepping into our teams ' shoes, leaders can gain invaluable insights into the obstacles that impede productivity and well-being. Our discussion will focus on the practical steps leaders can take to delve into their team's experiences and identify opportunities for improvement. We will also examine how technology can play a pivotal role in addressing these issues, ensuring long-term solutions that enhance efficiency and reduce stress.

By the end of this talk, you will have a clear understanding of how to leverage immersive leadership and technological advancements to foster a more supportive and effective workplace. Learning Objectives:



- Develop Strategies for Immersive Leadership: Learn practical methods for leaders to immerse themselves in their team’s daily tasks and responsibilities to identify key friction points and areas for improvement.
- Implement Long-term Technological Solutions: Understand how to utilize technology to address and solve identified issues, ensuring sustainable enhancements in workflow and employee well-being.
- Enhance Team Productivity and Morale: Gain insights into creating a less stressful and more productive work environment through targeted improvements and supportive leadership practices.

10:45-11:15 am- Moderated Panel Discussion with FISH Speakers led by Annemarie Vaupel.

Cultural Competence and Heritage Cuisine for Foodservice Professionals (*With live cooking!*)

Mainstage | 11:30-12:30 PM | CEUs: 1

Speakers: Danielle Kronmuller, DHSc, RDN (West Chester University) | John J Hudak Jr., CEC, AAC (Geisinger) | Emily Black MS, RD, LDN (Geisinger)

What is culture and why is being culturally competent so important? Diaspora to the United States continues to rapidly grow. This is radically changing the cultural norms and ethnic composition across the Nation. Staying refreshed and abreast of cultural knowledge is essential to provide exceptional patient care. This cultural expertise requires the hospitality professional to respect other’s beliefs and values and then utilize knowledge to execute a culturally appropriate plan of care. Use the knowledge gained in this presentation to improve the quality of patient care and better enhance patient outcomes. Cultural considerations in nutrition and food preparation discussion and mock case studies will engage the room and provide practice scenarios to critically think through food service-related cultural challenges. Your patients deserve this! Danielle will walk attendees through the continuum of cultural competence, helping attendees to reflect on their personal readiness to provide culturally competent care.

To help deliver a practical application, John and Emily will present their strategic implementation of a complex heritage cuisine program across a large rural hospital system. Beginning in the spring of 2022, their heritage cuisine program successfully transformed their retail menu into a 6-month seasonal menu, developed a cultural events calendar with paired cuisines, and wove in their Employee Resource Groups to support the process. Attendees will learn to:

- Describe the continuum of cultural competence and reflect on personal readiness to provide culturally competent care.
- Analyze cultural food considerations between ethnic groups.
- Propose culturally sensitive suggestions for food service operations.



- Understand how to implement a successful heritage cuisine program, source ingredients, and utilize employee input.

AHF Tradeshow & Lunch

Tradeshow Hall | 12:30-4:00 PM | CEUs: 3.5* (ANFP and ACF Only)

Our annual conference tradeshow is one of our most loved events. Our vendors will be ready and waiting for you in the AHF Tradeshow Hall. Head over to explore new products, services, innovations, and more from our valued partners and sponsors. Be sure to check out your Business Partner Directory in your registration bag. Lunch will be served by vendors in the hall – so grab some plates while you explore the hall and taste the latest offerings from food and beverage vendors. This is your chance to line up new products and services tailored to support self-operators.

**Please note that CDR does not accredit tradeshow hours.*

AFTERNOON CONCURRENT SESSIONS

Take the Lead to STOP Malnutrition in Hospitalized Patients

Concurrent Session | 4:15-5:15 PM | CEUs: 1

Speakers: Christine Hartney, MS, RDN, FAND (RUSH University Medical Center) | Erica Block MS, RDN (RUSH University Medical Center)

Healthcare foodservice directors and culinary teams are challenged to meet medical nutrition therapy diet restrictions and medical provider expectations on appropriate foods to serve patients. Malnutrition diagnosis by Registered Dietitian Nutritionists is now a part of standard patient care. Patient acuity has increased along with the prevalence of malnutrition, and healthcare foodservice leaders need to know the criteria used to diagnose malnutrition to help guide patient menu item development. The increased prevalence of malnutrition calls into question if traditional diet restrictions are appropriate for any health care setting. Some diet restrictions and modifications are necessary, but some liberalization is an easy way to improve oral intake. Our experience shows that hospitalized patients on modified diets eat only 40-50% of what is sent. We will explore the possibility that more visually appealing and flavorful comfort foods lead to increased oral intake. Diet liberalization is an easy, cost-efficient nutrition intervention that can increase collaboration between culinary teams and dietitians, help combat malnutrition, and enhance the patient experience. Attendees will be able to:

- Identify criteria used to diagnose malnutrition in hospitalized patients.
- Justify liberalization of diet restrictions to healthcare providers and regulatory agencies.
- Develop guidelines to evaluate food item recipes for inclusion on a patient menu.



Creating a Culinary Experience Beyond the Traditional Hospital Cafeteria

Concurrent Session | 4:15-5:15 PM | CEUs: 1

Speakers: Lisette Coston, RD/LD, MBA (Saint Francis Health System), Kim Alp, RD/LD, MBA (Saint Francis Health System)

Lisette and Kim set out to create a bright, clean resort style environment in its cafeteria operation offering contemporary interior finishes with multiple food offerings. Along with an aesthetically pleasing environment it offers digital menu boards with nutritional and allergy information, and an online application for preorders and pick-ups. Food offerings include custom salads, smoothies, brick oven pizzas, deli, bowls, wraps, grill favorites, grab-n-go, and traditional offerings. A live chef station featuring sushi, poke bowls, crepes, and other specialty items. An adjacent retail space with a coffee kiosk, ghost kitchen, and food pick-up lockers to support a limited selection of popular food choices for second and third shift feeding. Join Lisette and Kim as they detail their journey, tips, and more. You will walk away with fresh ideas on how to implement a café experience that provides creativity, efficiency, and profitability. Attendees will learn:

- How to improve their operational planning
- Implement creative and efficiencies into their patients culinary experience
- How to ensure their new cafeteria space will increase profitability

Life Launch: Amplify Engagement and Help Employees Dream Big

Concurrent Session | 4:15-5:15 PM | CEUs: 1

Speakers: Randy Davis (NMC Health) | Anthony Baffo, PhD, CDM, CFPP (Plymouth Harbor on Sarasota Bay)

Over the last half-decade, the pace of change in the world of work has been unprecedented. In healthcare, initial expectations of workplace trends arising from the Covid-19 pandemic have turned into a harsh reality check. Resignations are rampant, technology is evolving at an unprecedented rate, and moonlighting is now more prevalent than ever before. The time has come for leaders to accept, adapt, and adjust their workplaces and level of engagement to help them thrive and succeed. Investing in staff development at all levels with intentional training and skill development creates a cohesive workforce and maximizes job satisfaction, career opportunities, and employee retention.

Randy will share his “Life Launch” philosophy and how his leadership team recognizes and develops the potential of their staff and helps them to “dream bigger than their job description.” Traditionally, hospital food service workers are entry-level employees with high turnover. Often older adults in food service have chronic, cyclical life issues, poor life coping skills, and are easily disheartened or discouraged. Randy will detail how he and his senior leadership team meet staff where they are and help them move, with dignity, to where they want to be.



Anthony will share how contemporary employee recognition programs can revolutionize the way organizations approach employee engagement, resulting in the fostering of a phenomenon where a culture of appreciation is paramount to the attraction and retention of top talent. The outcomes for companies that successfully implement well-designed, executed, and measurable recognition programs include a highly motivated workforce that is deeply committed to the company's mission, vision, and success.

Cultural & Technological Trends in Senior Dining: Resident Choice, Budgets, and More!

Concurrent Session | 4:15-5:15 PM | CEUs: 1

Speakers: Dr. Milton L. McGowian CDM, CFPP, MCP, FMP (The Sharon at SouthPark) | Rosemary Aho CDM, CFPP (Marquette County Medical Care Facility)

Senior Dining is a rapidly evolving industry with a rapidly growing resident count. As this booming industry marches on, both residents and operators are working to embrace cultural and technological changes that affect residents and staff alike. Join Rosemary and Milton as they dive into keeping pace with advancements while keeping resident requests and choices top of mind. They will discuss food trends such as fast food, meal delivery, access to information, and more. All while keeping operators' tight budgets in check.

- Attendees will understand what technological advancements are impacting senior communities.
- Attendees will understand what food trends may be impacted by cultural and technological advancements.
- Attendees will understand how to incorporate new technology and food trends while addressing residents' needs and keeping their operating budget in check.

AHF's 2024 National Culinary Competition

Reception & Dinner | 7:00-10:00 PM

Sponsored by Clark Foodservice Equipment, Delegate Healthcare, Zink Foodservice, and Schwan's Foodservice

It's that time of year again! Five culinary teams will meet on the "national stage" to compete for AHF Culinary Gold! AHF's Culinary Competition is a career-changing opportunity for our competing member teams from healthcare and senior dining operations around the country. Each year our five teams compete for Gold, Silver, and Bronze spots across a 75-minute timed competition with set ingredient options selected from AHF's curated Market Basket. Competitors are selected through a rigorous, blinded, selection process and competition is fierce. Join us to



cheer on our competitors while you enjoy dinner and drinks. No special attire is required, simply come ready to eat, network, and congratulate!

Day 3 - Sunday August 25, 2024

Rise & Shine! It's AHFs Free Morning Exercise Activity

Networking Event | 6:30-7:00 AM

Join us for an informal walk/run. Attendees will meet our conference planning leadership to either run or walk and get their day started. AHF will outline the path and ensure there are leaders for walking and running groups. A beautiful way to start the day with stunning landscapes. Then head back to your room and get ready for the day. Make a few new friends and get energized to learn with AHF. Our morning exercise activity is always free and open to anyone to join.

AHF Business Partner Debrief (Breakfast served)

By Invitation Only | 7:30-8:15 AM

Send your company's leaders, or key representatives, to join us in the Business Partner Debrief. Lunch will be provided. This is our sponsors and exhibitors' time to tell AHF's leaders what we did well, what can be improved, and what you'd like to see in the future. Those not attending, and who have full registration passes, the debrief will attend the main lunch session.

The Leading Edge: Trends and Innovations from Across the Hospitality Industry

Mainstage | 8:30-9:30 AM | CEUs: 1

Speakers: Jessica Shelly (Cincinnati Public Schools) | Matthew Ward (University of North Texas Dining Services) | Chris Masker (JW Marriott) | Joe Carbonara (Zoomba Group) - Moderator

Join our panel of experts from across the hospitality and foodservice industries as we dive into their trends, successes, and innovations. Joe Carbonara will moderate a critical conversation about what's happening out there in the rest of the hospitality and foodservice world. Attendees



will gain new insights, spark new ideas, and leave with wider knowledge of the industry to help them and their teams to be successful in their day-to-day activities. This is a session you won't want to miss! Attendees will:

- Learn about trends and innovations from adjacent industries and businesses.
- Gain insight on unique programs implemented in other operations that could be applied to the healthcare and senior dining industries

Awards Presentation

Mainstage | 9:45-10:00 AM

Join us as we honor the Future Horizons and Sustainability Award winners on the mainstage.

Managing Up: Insights, Needs, and Forecasts from the C-Suite in Healthcare and Senior Dining

Mainstage | 10:00-11:00 AM | CEUs: 1

Speakers: Mike Williams (Twenty20 Management) | Chris Butler (Adams Health Network) | Frank Sawyer (Trinity Health Oakland) | Eric Eisenberg (IQlinary Consulting) - Moderator

As leaders in self-operated foodservice, we consistently navigate the intricate balance of addressing the day-to-day concerns of our employees while also meeting the expectations of our C-Suite. The responsibilities of middle management can often become daunting, especially when the spotlight shines brighter due to uncertainty about the desires, needs, and industry forecasts of our executive team.

Join us for an enlightening panel discussion moderated by Eric Eisenberg, where we'll engage with C-suite representatives from supply chain, healthcare, and senior dining sectors. Our esteemed participants will delve into various industry intricacies, covering topics such as financial challenges, industry forecasts, patient care management, automation, data analysis, and more. Gain valuable insights into the evolving landscape of our operations and the broader industry landscape.

Lunch Session: AI, Robotics, and Technology in Healthcare and Senior Dining Foodservice

Mainstage | 11:45-12:45 PM | CEUs: 1

Speakers: Brandon Scott (Mashgin) | Erica Salgado (BayCare Health System) | Chad Nurminen (Essentia Health) | Christine Guyott (Rippe Associates) - Moderator



We're all talking about AI, Robotics, and Technology. Our administrators and colleagues want to know how we can innovate our operations, improve efficiencies, and automate our services. And they want us to do it all while we consider the bottom line. Join our panel of trusted sponsors as we talk about the latest innovations in AI, Robotics, and Technology and how operators can incorporate new products and services into their operations without breaking the bank.

AFTERNOON CONCURRENT SESSIONS

Build Your Strategy to Keep Contract Management Out of Your Operations

Concurrent Session | 1:00-2:00 PM | CEUs: 1

Speakers: Roberta Schneider, MS, RD, LD (Texas Health Dallas) | Jody Bias Travis, MHA, MBA, RD, LF, LASSBB (Texas Health Dallas) | Toni Watkins, MS, RD (Riverside Health System) – Moderator

For more than a half-century, Roberta and Jodi's hospital has been at the forefront of health care in North TX. Their full-service hospital is an 875-bed Magnet designated facility serving the community since 1966. Food and Nutrition Services has also been well established since the hospital's inception, remaining self-operated. In 2022 and again in 2023, the leaders were asked to consider a contract management proposal. The Food Service leaders completed an analysis that was supported by the senior leadership team to remain in-house. It was however the second time around that ended with the team being awarded \$2.2 million for café renovation. Join us in hearing about how this team's strategy for success worked! Attendees will learn:

- The primary steps for successfully Contract Management out of your operation
- What KPI's all successful leaders must maintain
- How to identify the resources needed to manage your operation

Maximizing GPO Financial Incentives

Concurrent Session | 1:00-2:00 PM | CEUs: 1

Speakers: Eric Wilkinson, RDN, MBA (Intermountain Healthcare) | Alex Govern, CDM, CFPP (Intermountain Healthcare) | Parker Schultz (Intermountain Healthcare)

Eric, Alex, and Parker work for one of the largest nonprofit health system in the West. Managing supply costs is key to providing affordable healthcare. In 2021, Nutrition Services partnered with a new GPO that provided multiple cost-saving opportunities. New incentives were made available through the healthcare system's broadline distributor. Before the switch to the new GPO, the Nutrition Services team started working with its broadliner and new GPO to



address changes in products through weekly meetings. Through new avenues, the team cut products while also comparing nutritional details, pricing, pack sizing, and more to achieve savings. Understanding how best to maximize savings within the GPO's compliance programs was a complex task with some difficult decisions required. Through these efforts, the team was able to maximize compliant incentives from 50% to 105% for the 3rd quarter of 2023. Despite this huge success, the Nutrition Services team continues to work through various challenges and product changes. Join the speakers as they detail their process and provide tips that will benefit both large systems, smaller sites, and senior dining communities. Attendees will:

- Understand the benefits of partnering with a GPO
- Understand what worked and what didn't when transitioning to a new GPO
- How to maximize GPO incentives

Greening the Plate: Navigating Sustainability for Foodservice Success

Concurrent Session | 1:00-2:00 PM | CEUs: 1

Speakers: Helen Wirth, RDN (Kestgo)

In an era where environmental consciousness and social responsibility are paramount, this session delves into the critical imperative for every food service operator to adopt a robust sustainability plan. Our discussion will explore the intersection of climate change and health emphasizing the role of food service operations in shaping a sustainable future. Attendees will gain insights into the momentum driving sustainability in healthcare and understand the unique priorities within food service operations. From examining impactful sustainability initiatives to offering practical guidance on how to initiate and integrate sustainable practices, this session provides a comprehensive roadmap for operators to align their strategies with evolving environmental and social expectations. Join us to discover the transformative potential of sustainability planning and learn how it not only benefits the planet but also enhances the overall health and resilience of your food service operation. Attendees will:

- Understanding the Connections between Climate Change and Health Impacts
- Navigating Sustainability Priorities Specific to Food Service Operations
- Developing Strategies for Initiating and Implementing Sustainable Practices

Closing Remarks & Awards Presentation

Mainstage | 2:15-2:45 PM

Speakers: Amy Lewis (Kitchens To Go by mobile modular) | Melissa Heuer (Bethany Children's Hospital)

Join us as we close the conference out with our closing keynote speaker. Before our final presentation we will say a few words from AHF and honor our Chapter of the Year Award winner and our Presidential Service Award Winner(s).



Unlocking the Power of Time to Maximize Growth & Performance

Mainstage: Closing Keynote | 2:45-3:45 PM | CEUs: 1

Speakers: Julie Jones, MS, RDN, LD, CPTD (Ruck-Shockey Associates)

The band Chicago may have said it best – Does anyone really know what time is? Most people agree it's one of the most precious resources in today's work environment. You have many competing priorities for your time and others pile more work onto your already full plates. Bust the myth that you can manage time. Lean into prioritizing time to enhance your performance, well-being, and personal growth. This session will provide various tools to help you establish a process for prioritizing time and evaluating time opportunities. Attendees can download take-aways including a Daily Planner Framework, Excel Time Review Worksheet, and Self-assessment time evaluation questions. Attendees will:

- Establish a time prioritization framework to enhance performance, well-being, personal growth, and learning.
- Learn how to qualify time use and Identify time prioritization promoters and derailers.
- Reflect on time prioritization skills and identify one strength and one area to improve.

AHF Lazy River Charitable Duck Race!

Networking Event | 4:15-4:45 PM

Join us for the 4th annual Lazy River Duck Race aimed at raising funds for our 2025 scholarship fund! The lazy rivers seem to find us, so we take advantage. Join us 'riverside' as we drop hundreds of ducks in the lazy river and host a live race for duck glory. Ducks can be purchased during registration or on-site. All proceeds go towards AHF's robust scholarship program to help operators attend AHF's National Conference each year. Ducks will drop at 4:30.

Celebrate AHF – Gala & Awards Dinner

Gala Reception & Dinner | 7:00-10:30 PM

Our closing dinner and gala reception. We'll start off by honoring our Lifetime Achievement and Making a Difference Award Winners during dinner. Following that, we'll highlight our 2023 Culinary Competition winners and other AHF leaders. AHF's leaders and Culinary Competition Winners. Of course, we can't forget about our live band, dancing, and drinks. Dinner and drinks will be provided. Cocktail attire is requested.

The Lifetime Achievement Award is AHF's top honor for an operator member. This award is for operators that best exemplify the leadership and spirit and values of our founders, Jacques Bloch and Angelo Gagliano. It honors someone with a lifelong career dedicated to self-operated foodservice, AHF, the healthcare and senior dining industries and volunteerism.



The Making A Difference Award is one of our highest honors. This important distinction is given to an individual in honor and memory of the beloved John Cabot and is the association's top honor for both business partners and media. It is presented to someone who has made significant contributions to AHF in the long tradition of steadfast and selfless industry leadership and volunteerism.