

Association *for* Healthcare Foodservice



**AHF NATIONAL
CONFERENCE**

#AHFNationalConference

A background image of a large audience seated in a conference hall, with a blue and teal color overlay. The audience members are mostly seen from the back or side, looking towards the front of the room.

Session Title: Build Your Strategy to Keep Contract Management Out of Your Operations

Presenters

Judy Travis MHA, MBA, RD, LD, LSSBB

Bobbi Schneider MS, RD, LD

Toni Watkins MS,RD

Moderator



System Director of Food,
Nutrition & Environmental Services

Interested in a career as a dietitian since she was a young child, Antoinette “Toni” Watkins, MS, RDN has a food service career spanning 30 years and remains highly active in the field. Currently leads a large Healthcare System in southeastern Virginia as a System Director of Food, Nutrition and Environmental Services where she continues to apply creative strategies & currently leveraging technology for more efficient menu management pay systems with a new focus on EVS.

Toni has held several committee positions and recently elected to serve as 2025 Director at large on the Board of Directors for the Association of Healthcare Food Service.

Presenters:

*Judy Travis MHA, MBA, RD, LD,
LSSBB*

Sr Director of Strategy and Hospital
Operations

Judy has 35 years of healthcare experience. Her career progression includes patient care as nutrition support dietitian, management of ambulatory care clinics, and hospital operations. She has certifications in process improvement and quality management, leveraging change and strategic planning to correct compliance issues, renew profitability, amplify patient experiences.

Bobbi Schneider MS, RD, LD

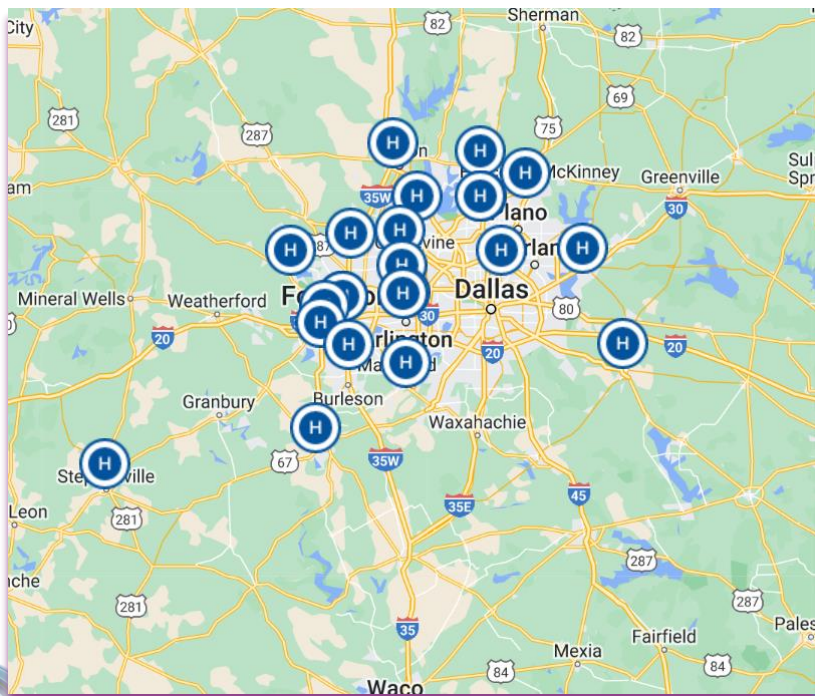
Director of Food and Nutrition Services

Bobbi is a well-known leader in the healthcare foodservice environment in the Dallas-Fort Worth Area. She has more than 17 years experience in food service operations. Bobbi serves on various foodservice committees and has certifications in process improvement and quality management. She has managed foodservice operations for 8 years.

Our Facility – System of 24 hospitals



Our Facilities



7 hospitals have food
service contract
management

Food & Nutrition Department

Services:

Patient Meals

Catering/Conference

Services

Retail

Clinical Nutrition

Dietetic Internship Program

Our Facility Campus



Our Facility

Average Census: 450-500

Total Average Meals Served per day: 2,750

Patient meals services provided to 4 buildings

Retail Cafeteria located in a separate building from kitchen

Patient Meal Services

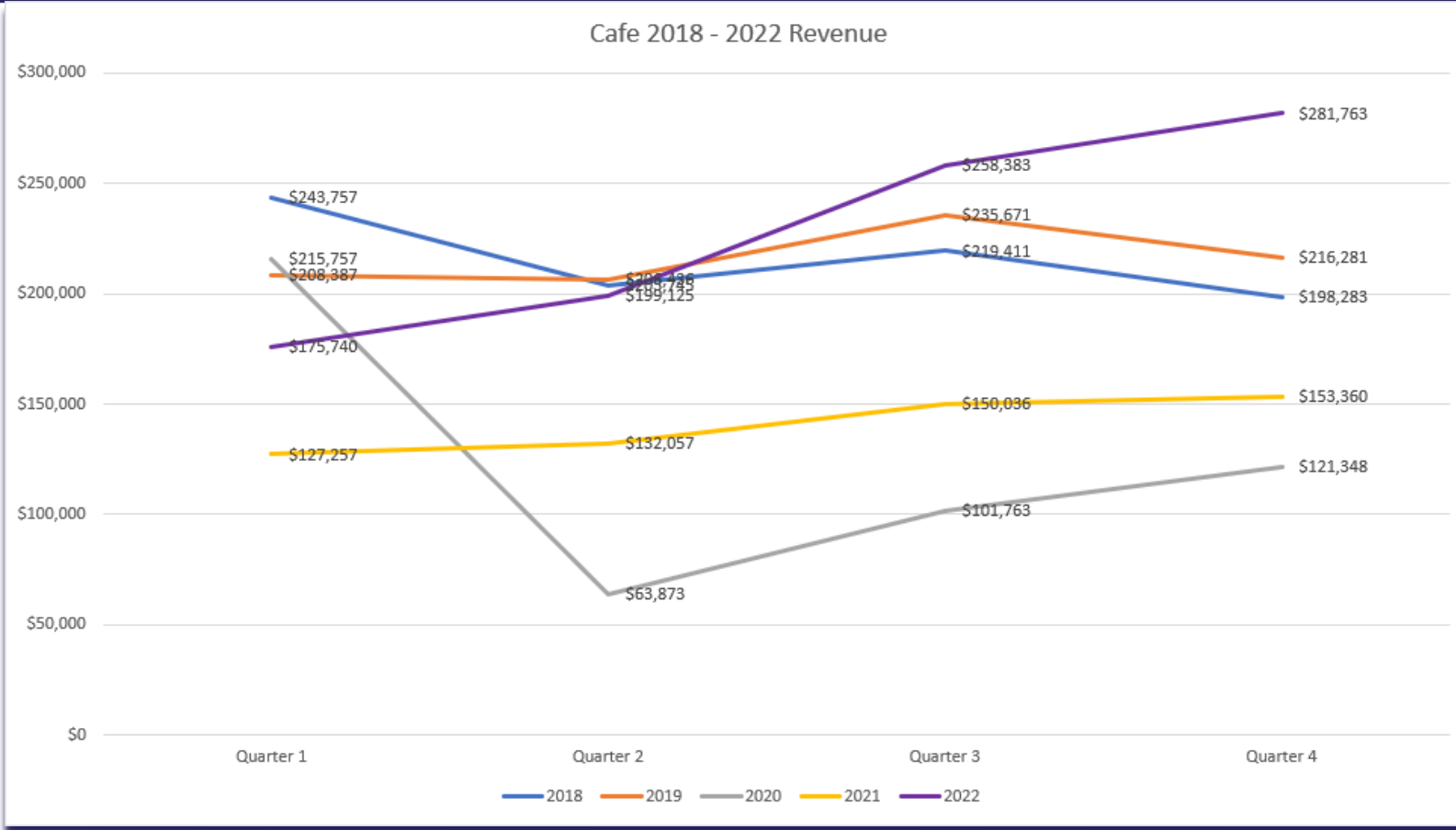
Room Service



Traditional tray line services

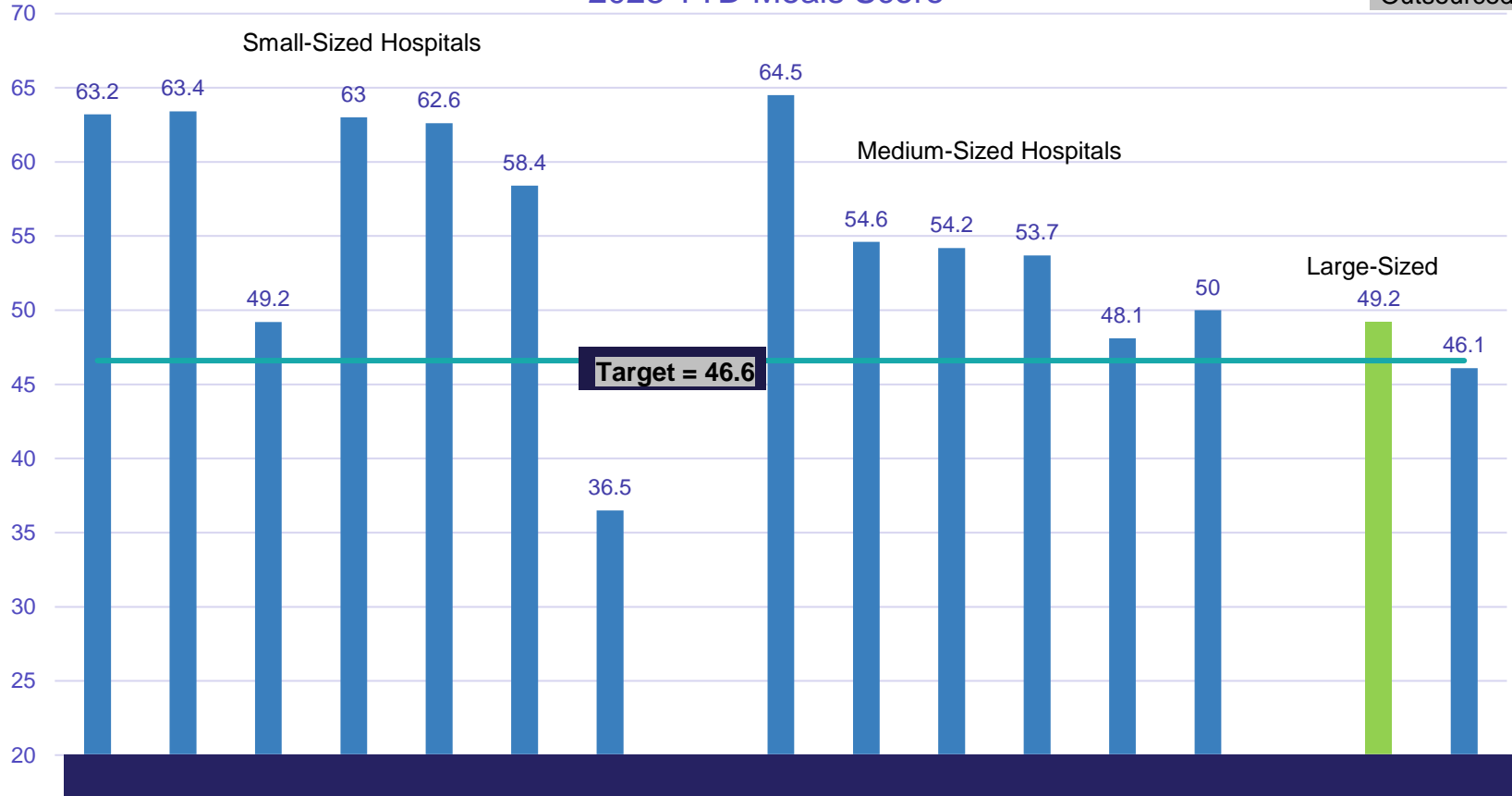


Retail sales



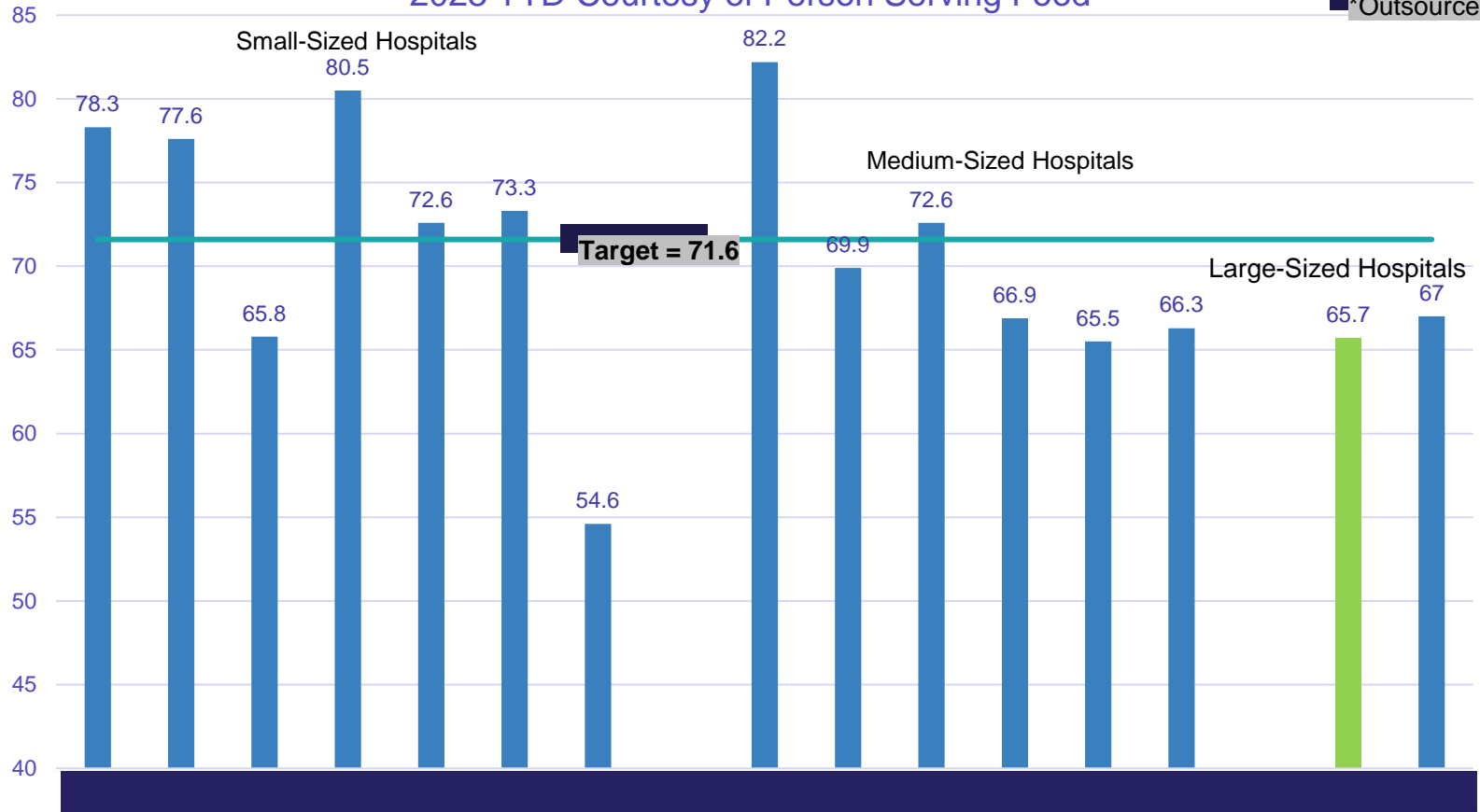
2023 YTD Meals Score

*Outsourced



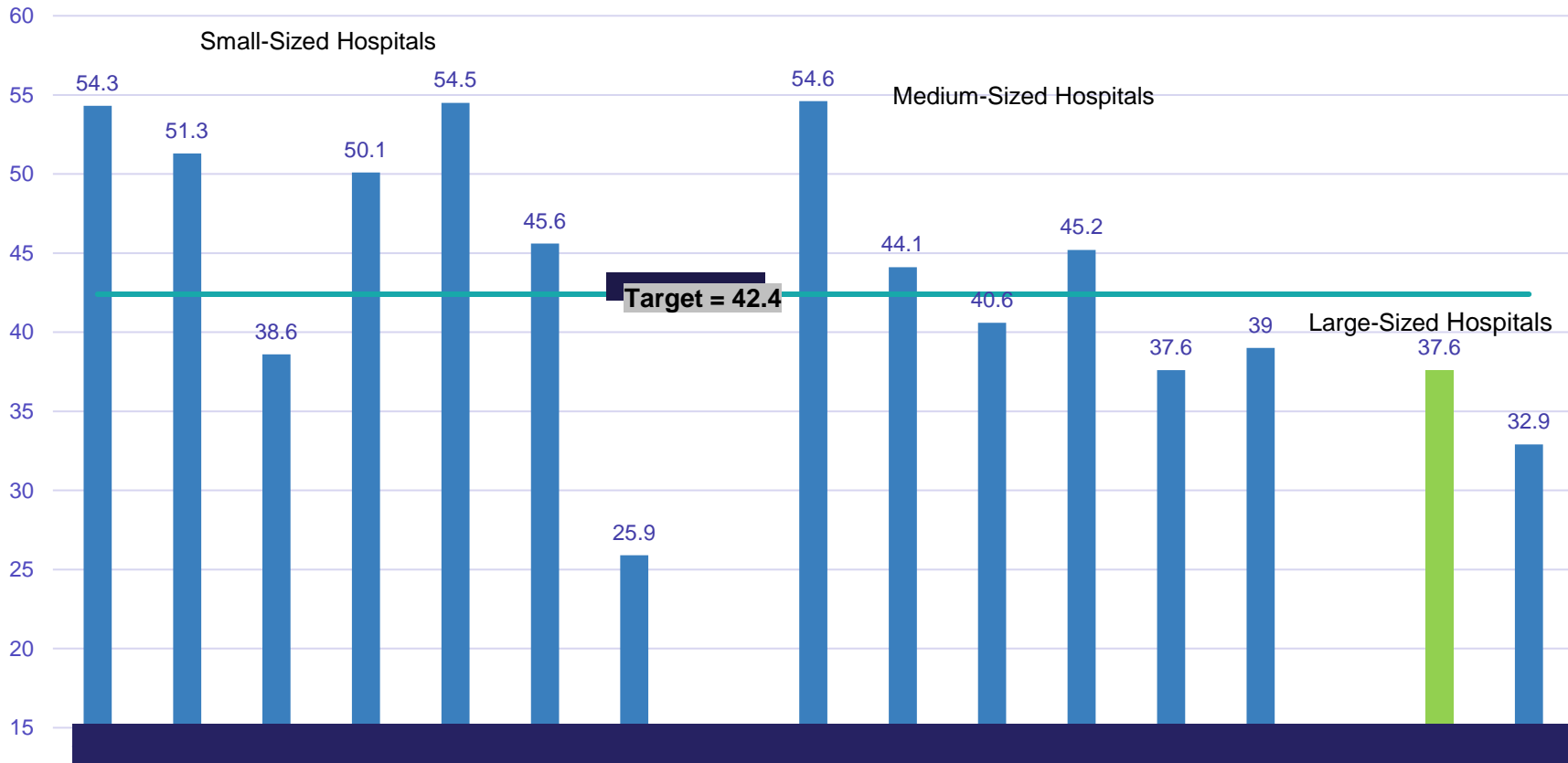
2023 YTD Courtesy of Person Serving Food

*Outsourced



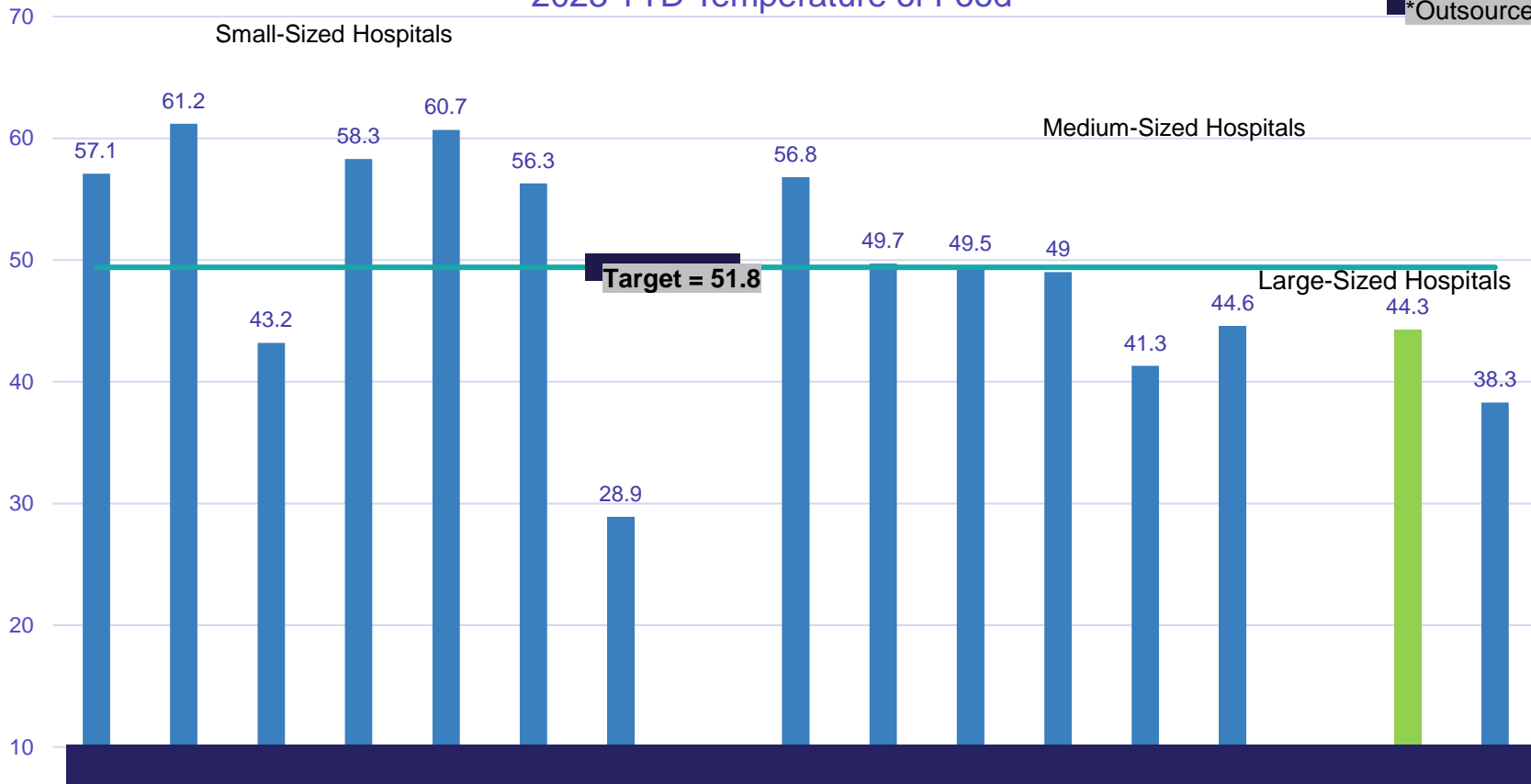
2023 YTD Quality of Food

*Outsourced

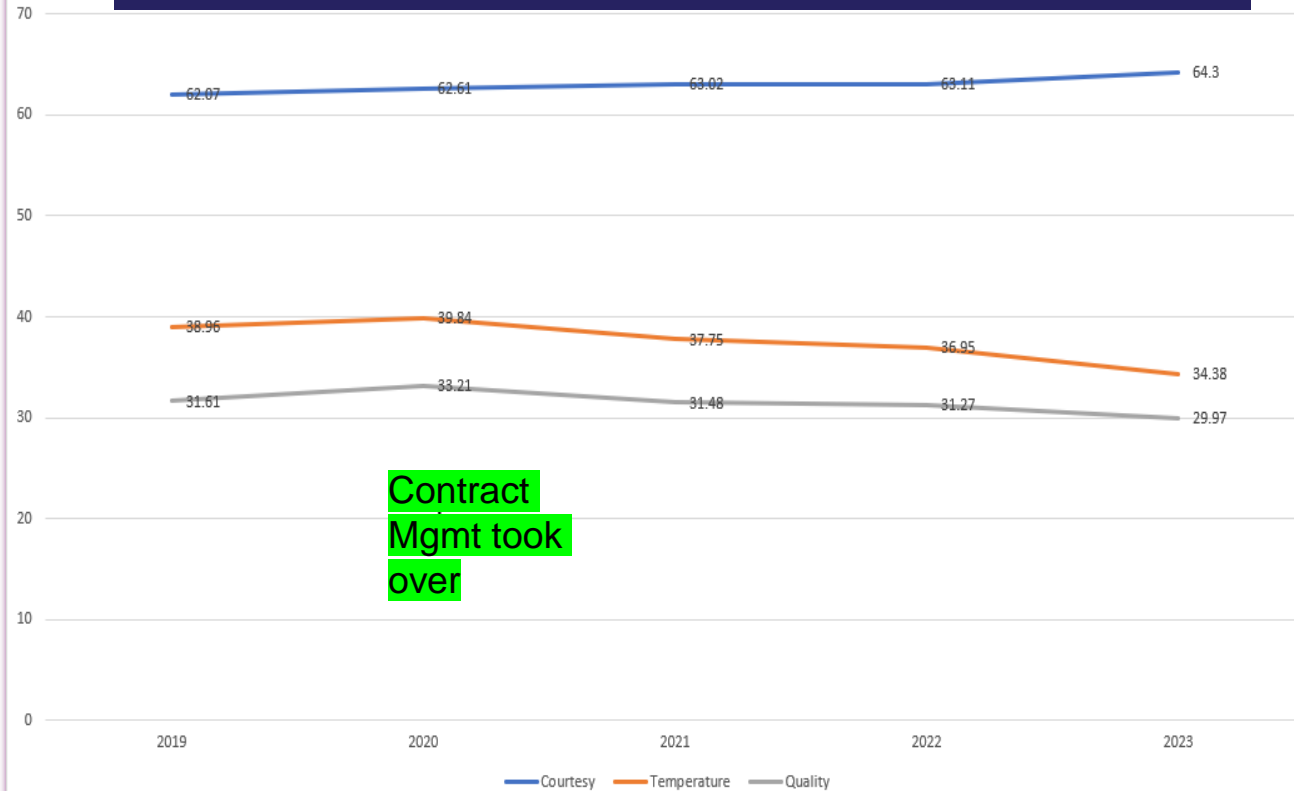


2023 YTD Temperature of Food

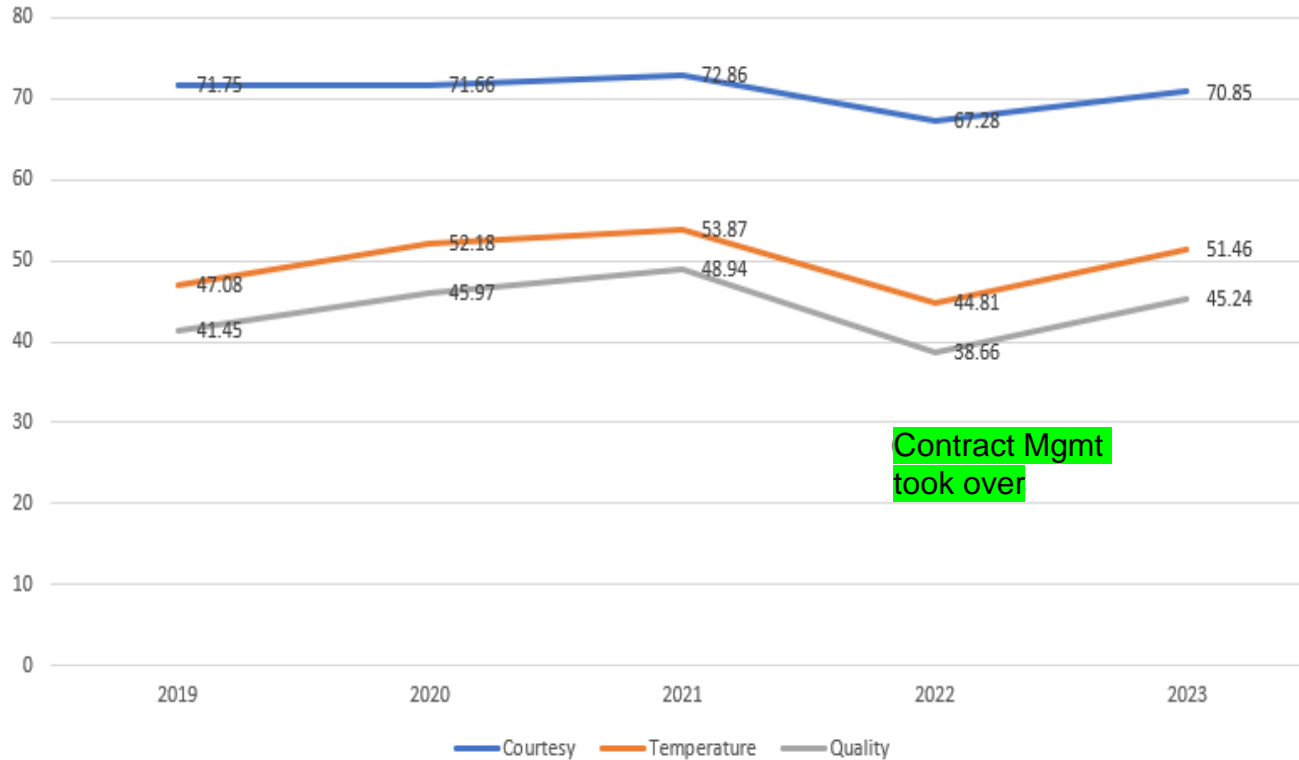
*Outsourced



Large Hospital in the DFW Metroplex Patient Satisfaction Top Box



Medium Sized Hospital in the DFW Metroplex Patient Satisfaction Top Box



Turnover Rate comparison

- **Contract Management** (Food Services)
Average Hourly Tenure: 5.5 Years
- **Contract Management** (Food Services)
Turnover Rate: 51.5%
- Hospitality Industry Turnover Rate:
70% (*Restaurant standard*)

- **Plano Turnover Rates – self reported**
- Hourly (Oct-Feb) -10.17%
- Management, Chefs, Supervisor – 0%
*2-3 Food Service Directors since outsourcing

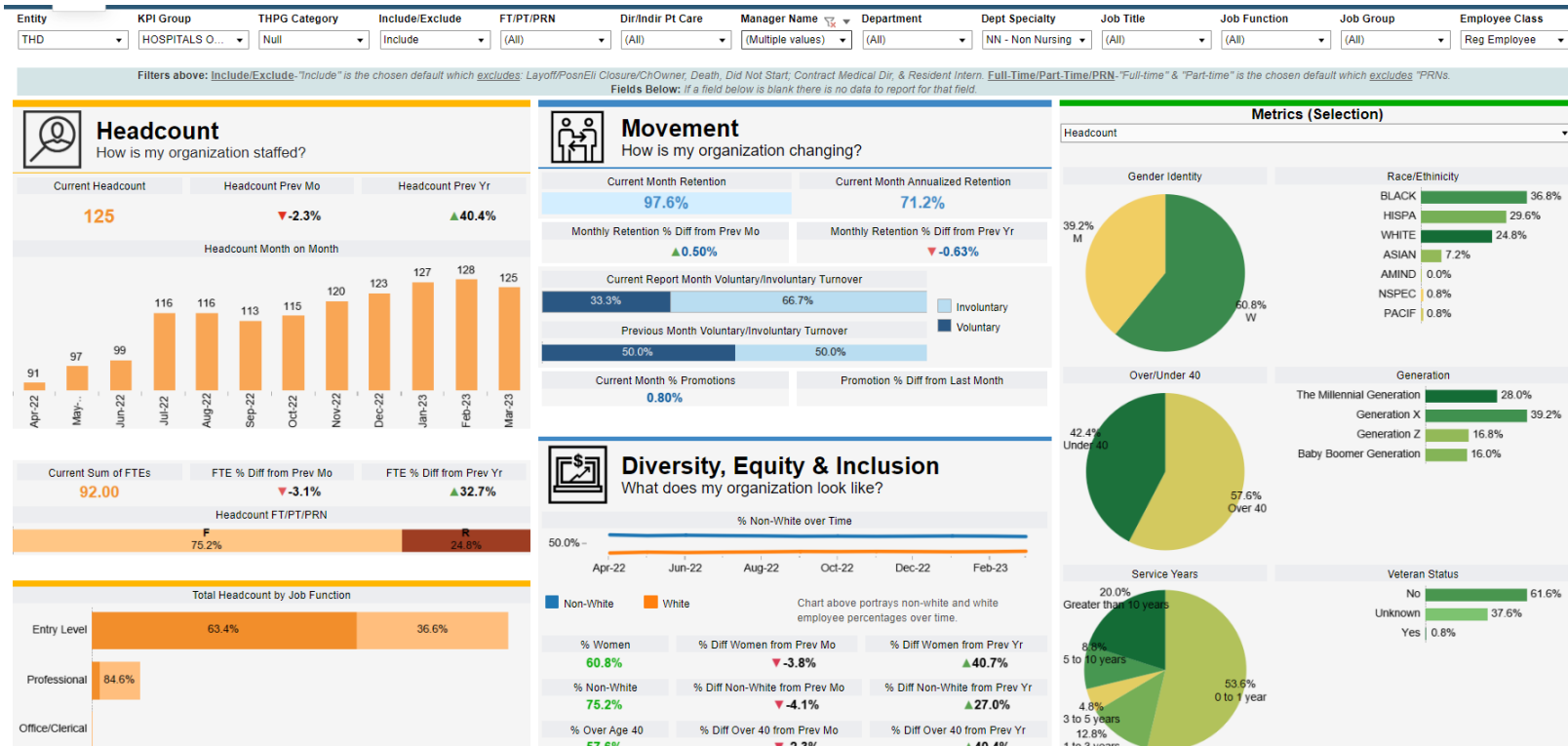
Fort Worth Turnover Rates – self reported

Hourly (Oct-Feb) - 25.55%

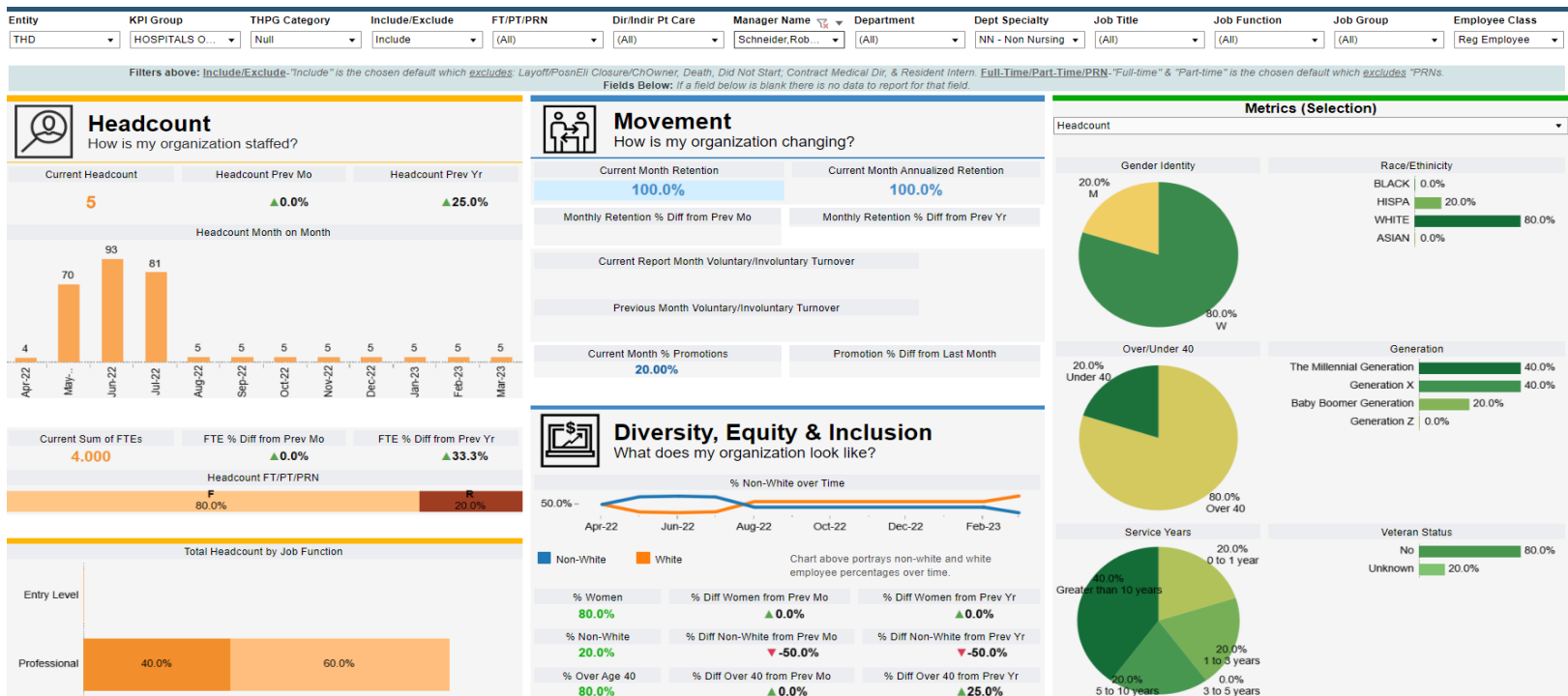
Management, Supervisor, Chefs – 3.85%

* 4 Food Service Directors since outsourcing

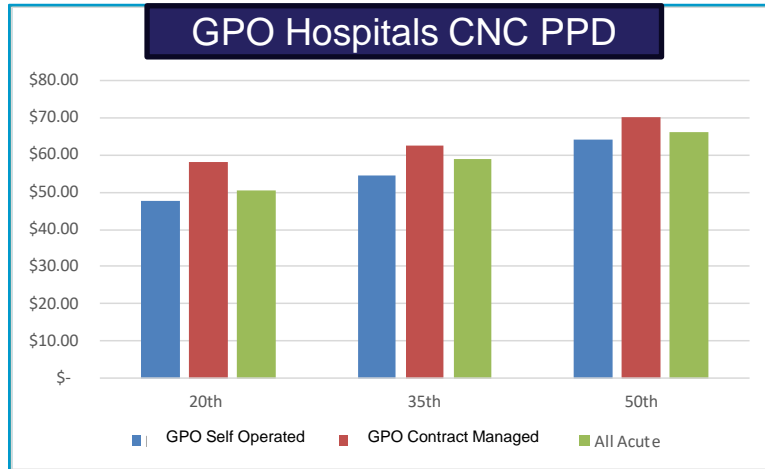
Our Facility Employee turnover rates



Our Facility Leadership turnover rates



GPO Hospitals 2022 Cost Net of Cash PPD



| | 20th | 35th | 50th |
|----------------------|----------|----------|----------|
| GPO Self Operated | \$ 47.51 | \$ 54.29 | \$ 64.13 |
| GPO Contract Managed | \$ 58.13 | \$ 62.47 | \$ 70.33 |
| All Acute | \$ 50.49 | \$ 58.89 | \$ 66.25 |

Key Points:

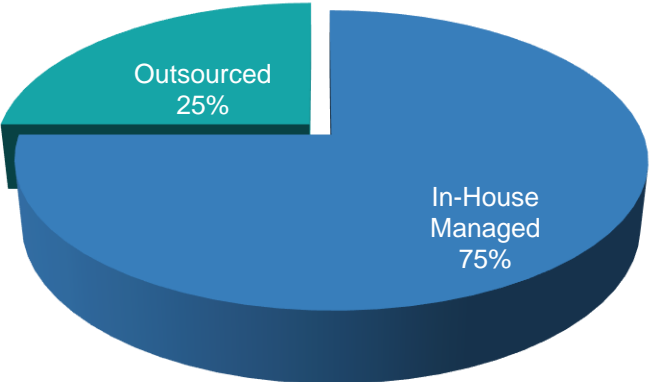
Self operators are more agile and able to impact service recovery

Ability to adjust operations more quickly and efficiently due to industry changes

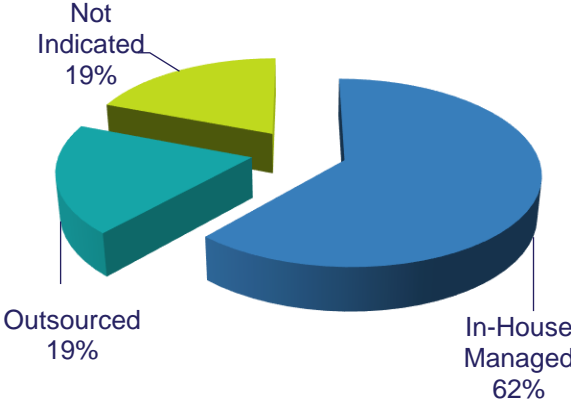
Stronger P&L

Acute Care Foodservice Industry Landscape

Acute Care GPO Membership Facilities



Acute Care Facilities Nationally



Benefits of staying self-op

Transparency

Decreased food costs with improved purchases and control processes

Better CMA utilization

Greater rebates to hospital

Increased usage of technology for valued added savings

Decreased turnover

Improved employee engagement