

Research & Education Building, Multi Skills Room, 600 5th Street South, St. Petersburg

OPTIONAL PRE-CONFERENCE SESSIONS: 1) EVS and 2) Food & Nutrition

11:30-11:45 Bus picks up from Hampton Inn, Hyatt, Vinoy

12:00 Light Lunch and Networking

12:30 Welcome

Jeff Wickham, Managing Director, Hospital Support Services Forum

EVS SESSION TRACK

12:45 How EVS Helps Improve Patient Satisfaction

Michael Dansberger, Director EVS, Johns Hopkins All Children's Hospital (JHACH)
Rich Keehle, Director Support Services, United Health Services

1:30 A Path to Self-Op

Amanda Macy, Director EVS, Oregon Health and Science University
Ashley Campbell, Senior Trainer, Oregon Health and Science University

2:15 Break

2:30 Infection Control Process and Technology – What Really Works?

Doug Hastings, Director EVS and Transport, UPMC
Sean Shapert, VP Environmental and Laundry/Linen Services, MedStar Health
Kelsey Budd, Group Director Sales and Customer Experience, Surfacide

3:30 Sustainable EVS

Frederic Stell, Director Patient Support Services, Memorial Sloan Kettering Cancer Center

4:15 Open Dialog

Bring Your Questions & Comments for the Group

FOOD & NUTRITION SESSION TRACK

12:45 Allergen Management at All Children's

Curt Melhorn, Director Food Service, JHACH
Stephanie DiCostanzo, Patient Services Manager, JHACH

1:30 Food and Nutrition Trends and Strategies

Panel:

Victoria Franklin, Director, FNS, Volunteers and Gift Shops, UC Health
Angelo Mojica, Sr. Director of Nutrition and Culinary Services, Johns Hopkins Health
Tim Sweitzer, Director, Food and Nutrition Retail, UPMC Presbyterian Shadyside

2:15 Break

2:30 GPO Conversion at the Johns Hopkins Health System

Hannah Rowley and *John Currie*, Johns Hopkins Food and Culinary Services

3:30 Quick Bites

Short presentations

Reducing Employee Turnover Through Better Engagement, *RJ Franz*, Director FNS, UPMC Presbyterian Shadyside

Cipher Rounding, *Yolanda Mullings*, Director Nutrition Services, Johns Hopkins Sibley Memorial Hospital

Central Production, *John Howey*, Executive Chef, UPMC

4:15 Open Dialog

Bring Your Questions & Comments for the Group

4:45 Sessions End

5:00 Reception at The Library at All Children's Hospital

6:00 Adjourn

6:10 Bus departs for Hampton Inn, Hyatt, and Vinoy

Tues Evening Free Time

Wednesday, October 16th

Research & Education Building Auditorium, 600 5th Street South, St. Petersburg

CORE CONFERENCE DAY 1: Support Services at Johns Hopkins All Children's Hospital (JHACH)

7:15-7:30 Bus picks up from Hampton Inn, Hyatt, and Vinoy

7:45 Core Conference Begins: Continental Breakfast and Networking

8:20 Conference Logistics

Jeff Wickham, Managing Director, HSSF

8:30 Welcome

Roberta Alessi, Executive VP and COO, JHACH

Anna Stratigos, Sr. Director Support Services, Retail, and Supply Chain, JHACH

8:45 Becoming an Integrated Health System

Jennifer Nickoles, VP Operations & Systems Integration, Johns Hopkins Health

9:30 Johns Hopkins' Five-Year Food Service Journey

Cheryl Koch, VP Operations and Facilities, Johns Hopkins Bayview

10:15 Break

10:30 Sourcing Food Locally

Alison Arnott, VP Support Services, Johns Hopkins Sibley Memorial Hospital

Healthy Food Initiative

Angelo Mojica, Sr. Director Food & Culinary Services, Johns Hopkins Health

CDC Scorecard

Cassandra Golden, Employee Wellness Dietitian, JHACH

11:30 Open Dialog (Bring Your Questions & Comments for the Group)

12:00 Lunch and Networking

12:40 Introduction to Johns Hopkins All Children's Hospital and Support Services

Zac Burchfield, Support Services Business Manager

Larry Green, Director Safety

Anna Stratigos, Senior Director Support Services, Retail, and Supply Chain

2:00 Behind-the-Scenes Tour

4:00 Adjourn

4:10 Bus departs for Hampton Inn, Hyatt and Vinoy

5:30-5:45 Bus picks up at Hampton Inn, Hyatt, and Vinoy

6:00-8:30 Sponsors' Reception and Dinner

400 Beach Seafood and Tap House

400 Beach Drive NE, St. Petersburg

8:30 Bus departs for Hampton Inn, Hyatt and Vinoy

Thursday, October 17th

Research & Education Building Auditorium, 600 5th Street South, St. Petersburg

CORE CONFERENCE DAY 2: General Sessions

7:15-7:30 Bus picks up from Hampton Inn, Hyatt, and Vinoy

7:45 Continental Breakfast and Networking

8:15 Welcome and HSSF Update

Jeff Wickham, President, J C Wickham Associates, LLC, and Managing Director, HSSF

Carrie Kuempel, VP Member Services, HSSF

8:45 Support Services Shorts

Speakers have 5 minutes to present a project, innovation, challenge, or story followed by discussion

Employee Acknowledgement, *Gary Colpaert*, VP Clinical and Support Services, Froedtert Hospital

An Inspired Application of Lean, *Jocelyn Fuller*, VP Administration, Mount Sinai West

Volunteers, the Most Engaged Employees, *Ernest Hodge*, Senior Director Building and Support Services, Inova Fairfax Medical Campus

Behaviorally Challenged Patients, *Chuck Pickering*, VP, Facilities & Support Services, Children's Hospital Los Angeles

9:45 Healthcare Construction and Real Estate Program Impacts on Operations

Bob Mulrooney, SVP Facilities and Services, Christiana Care Health System

10:15 Break

10:30 Protective Services at Yale New Haven

Nick Proto, Director Protective Services, Yale New Haven Health

11:00 Topics in Transport Technology

RTLS, *Donnie McLaughlin*, AVP, Non-Clinical Operations, UT Southwestern Medical Center

RFID in Patient Discharge, *Brian Stepien*, Senior Director Logistics, Supply Chain Administration, OhioHealth

11:45 Open Dialog (Bring Your Questions & Comments for the Group)

12:15 Wrap-Up, Light Lunch and Adjourn

12:50 Bus departs for Hampton Inn, Hyatt, and Vinoy

Note: After the conference, copies of presentations will be made available to attendees and posted at www.hospitalsupportservices.com.