

# 2020 Executive Conference

October 28–29 • A Virtual Conference



MedStar Health

# Sponsors

## LEADING SPONSOR



**Virtual MGR** is a regulatory technology company that provides mobile applications to frontline workers to standardize workflow process. Our solutions measure compliance, mitigate risk, and allow management to have real-time data at their fingertips to keep a pulse on their workforce.

We serve a range of industries including: Healthcare Environmental Services, Commercial Cleaning, Hospitality, Facilities and Food Services.

Visit our booth to meet the Virtual MGR executive team and learn more about our product offerings.

- HealthClean: EVS focused productivity and compliance software
- SmartClean: Task validation through QR technology
- FoodSafe: Foodservice compliance with wireless temperature monitoring

[www.virtualmgr.com](http://www.virtualmgr.com)

## FOUNDING SPONSORS



For over 25 years, **IPA** has manufactured the most advanced automated distribution solutions for linen and speciality uniforms. Our solution suite has helped healthcare professionals across the country enhance service levels by streamlining scrub and linen distribution, reducing infection risks and costs and has saved millions by controlling inventory access.

Ensure nurse and surgeon satisfaction by providing the scrubs and linen they need, when they need it while reducing your linen budget.

Visit our booth to learn more about our proven technology and how we can help improve your scrub and linen distribution process.

[www.thinkipa.com/dropyourlinenbudget](http://www.thinkipa.com/dropyourlinenbudget)



Now more than ever, decontamination is critical.

Stop by the **Surfacide** booth to learn why hundreds of leading hospitals worldwide trust Surfacide's triple emitter Helios® UV-C system to assist them in the fight against COVID-19.

Surfacide is a continuing, proud partner of HSSF and is honored to showcase Helios, the only patented, triple emitter UV-C system that is scientifically proven to reduce dangerous virus' and bacteria-including coronavirus. American-made and scientifically validated, Surfacide is tested, trusted and here when you need it most to provide protection to your patients and essential workers.

[www.surfacide.com](http://www.surfacide.com)



**Xanitos** was founded in 2008 by Graeme Crothall an industry leader and innovator.

Xanitos is differentiated in Environmental Services by our XRO cleaning process in which dirt, dust, and pathogens are removed from the hospital creating a cleaner and safer environment.

Xanitos' Linen Management Services goes beyond "price per pound" and helps hospitals with utilization, cost controls, textile selection, and inventory management.

Visit our booth to speak to our President and CEO, Michael Bailey, and Senior Vice President Sales, Ken Krauss, to learn more.

[www.xanitos.com](http://www.xanitos.com)

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**Zan Compute**, an AI platform company, transforms EVS services to be data driven and ensures efficient use of EVS staff hours.

Zan Compute's solution, Zanitor, includes advanced sensing and machine learning that can predict cleaning requirements based on usage. Zan sensors track usages of trash bins, paper towels, soap, toilet paper, hand sanitizers etc. in restrooms and common areas and predict when they need cleaning or replacements, notifying appropriate staff at the appropriate time to take action. Zan's platform has shown savings of more than 20 percent in EVS labor and over 25 percent in consumables at various installations. The overall savings in the operational cost results in payback of the Zan platform in less than 12 months. In addition, Zanitor improves quality and facilitates better user experience to the occupants, typically resulting in complaints going down by over 80 percent.

Zan has also added COVID features in its cleansparency solution. Aided by Zan's AI platform and smart sensors, cleansparency provides peace of mind to building occupants by providing details of cleaning and disinfection in a given area. It also provides necessary data like real time occupancy to enable responsible social distancing for the occupants.

Come see us in the exhibit hall to get a live demo and learn how you can benefit by adding Zan solution to your facility.

[www.zancompute.com](http://www.zancompute.com)



crothall  
healthcare



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## CONTRIBUTING SPONSORS

**Crothall** is the premier healthcare support services provider.

Crothall Healthcare was founded in 1991 and today we serve 1,360 healthcare Clients in 45 states through our 7 services. We are very proud of our stunning 97%

retention rate.

To find out more about our Company, please contact Tony Gill (Tony.Gill@crothall.com)

[www.crothall.com](http://www.crothall.com)



freepoint  
eco-systems

**Freepoint Commodities' Eco-Systems** facilities are seeking to be a part of the solution to the world's plastic waste problem, and we need the help of HSSF members.

In the United States alone, only 8.4% of plastic waste is recycled; very little of which comes from our health care system. Our mission is to reduce plastic waste sent to landfills, while simultaneously creating a sustainable and circular economy for our customers. Just one of our advanced recycling facilities can remove over 175 million pounds of plastic waste from landfills per year.

To find out more information about our process, and become part of the circular movement, please contact Spencer Kelley (Skelley@freepoint.com) or Katherine Doer (KDoerr@freepoint.com).

[www.freepoint.com](http://www.freepoint.com)

# Welcome

Dear Colleague:

Welcome to a very different Executive Conference – our 14th, for the first time in virtual format, compliments of COVID-19. I thank the team at MedStar Health, Inc. for hosting during these – you've heard it before – unprecedented times. I'm pleased that after what all of us have been through this year we could be here together (apart) and able to connect with and learn from our colleagues.

A lot has happened since last year's in-person conference. Conference planning kicked off in January, and by March our assumptions of an in-person gathering were shattered. By June we were hoping that conference sessions would be mainly about looking back at how we managed and lessons learned. Now, COVID is still very much on our minds as we live with the virus and face a resurgence. But now we have the benefit of months of experience that we can share over the next two days. My goal for this event is as always that you will be able to take something you've learned back to your work. After seeing the presentations planned, I'm confident you will.

I'm particularly pleased that this year we'll explore two challenges ever present in our workplaces: elevating the status of support services workers in hospital culture and boosting women in leadership roles. My hope is that as leaders we can work together to help our people advance, for their well-being, and for the benefit of our organizations and society. This is a legacy we could be proud of.

A thought about this virtual format. This is new to us all, as conference planners, participants, speakers, and sponsors. But I think in some form it's here to stay. So explore and play a bit. Try meeting people in the Networking Hub; collaborating by video in the Breakout Sessions; connecting with speakers in chat; and roaming around the Exhibitor Hall. And remember that the conference isn't just during the published hours. For example, you can reach out to people days before the conference, and access recordings until December 31.

I'm grateful that Sean Shapert and his team at MedStar, despite the daunting change in the traditional hosting role and pressures in their day jobs, stepped up to the plate. They tended to the many planning details, including producing this event online. Specifically, thanks to Paul Mozzocci, Darryl Diamond, Thomas Tragert, Kevin Mell, Les Becker, and Kinda Liles. Thanks also to our sponsors at Virtual MGR, IPA, Surfacide, Xanitos, ZAN Compute, Crothall Healthcare, and Freepoint Commodities' Eco Systems. Please stop by their virtual exhibit booths and thank them.

So close the door, tune in, and enjoy a few hours of engaging with your colleagues.,

Jeff Wickham  
*Managing Director*  
*Hospital Support Services Forum*

# Thanks to Our Host



MedStar Health

While science is getting better and better at treating people, we'll never forget the importance of how we simply treat people. At MedStar Health, we use the best of our minds and the best of our hearts to serve our patients, those who care for them, and our communities.

MedStar Health strives to provide the highest quality care for people in Maryland, Virginia, and Washington, D.C., with compassion and respect. We know that our ability to treat others well begins with how we treat each other. Our 30,000 associates and 5,400 affiliated physicians are committed to living our core SPIRIT values—Service, Patient first, Integrity, Respect, Innovation, and Teamwork—no matter where they work across our diverse health system.

MedStar Health combines the best aspects of academic medicine, research, and innovation with a complete spectrum of clinical services to advance patient care. As the largest healthcare provider in Maryland and the Washington, D.C., region, MedStar Health's 10 hospitals, MedStar Health Research Institute, and a comprehensive scope of health-related organizations are recognized regionally and nationally for excellence in medical care. MedStar Health has one of the largest graduate medical education programs in the country, training 1,100 medical residents annually, and is the medical education and clinical partner of Georgetown University. MedStar Health is a \$5.6 billion, not-for-profit, regional healthcare system based in Columbia, Maryland, and one of the largest employers in the region.

Whether our patients are seen at a MedStar Health facility or a program in their neighborhood, as a not-for-profit health system, we are committed to the health and wellness of the communities we serve. After all, our associates live in the same communities we serve.



2020 has been quite a year, and it's not over yet! COVID, changing patient care models, and cost pressures have rocked our worlds, and there's no turning back. So this year's theme is **START-STOP-CONTINUE**. What have we learned? What are we planning to start, stop, and continue doing?

# Wednesday, October 28<sup>th</sup>

11:30 a.m.

## Welcome to HSSF 2020: Take some time to explore!

Use this hour before the conference begins to be sure you've edited your profile and uploaded a photo. Go to the Networking Hub to request to connect with colleagues, speakers, and sponsors. Visit the Exhibit Hall. Review the agenda and plan your time.

12:30 p.m.

## Day 1 Welcome

**Jeff Wickham**, Managing Director, Hospital Support Services Forum

12:35 p.m.

## THIS IS MEDSTAR HEALTH



### Welcome to MedStar Health, Inc.

**Mike Curran**, Executive VP and Chief Administrative Officer, MedStar Health, Inc.

### MedStar's HeRO Safety Moment/Covid-19 Journey from a System Perspective

**Terry Fairbanks, MD**; VP, Quality and Patient Safety, MedStar Health, Inc.

### The Emergence of Telehealth

**Ethan Booker, MD**; Medical Director, MedStar Telehealth Innovation Center, MedStar Health, Inc.

**Bill Sheahan**, Corporate Vice President, MedStar Simulation Training & Education Lab  
Executive Director, MedStar Health, Inc.

### Covid-19 Journey from a System Perspective

**Terry Fairbanks, MD**; VP, Quality and Patient Safety, MedStar Health, Inc.

### The Well-Being of Your Workforce

**Dan Marchalik, MD, MA**; Medical Director of Physician Well-Being, MedStar Health, Inc.

1:25 p.m.

## Lessons of COVID: Start, Stop, Continue

Moderator: **Jeff Wickham**, Managing Director, Hospital Support Services Forum

Panel: **Mila Henn, MBA**; VP Operations, New York-Presbyterian (Retired)

**Norm Lantz, MBA, CHFM**; Senior Director, General Services, UCLA Health

**Dan Lehman**, Vice President Operations, Support and Professional Services,  
University of North Carolina Hospitals

2:00 p.m.

## Break Time: Explore the Exhibit Hall and visit the Networking Hub

Take time to visit the Exhibit Hall, where sponsor representatives will be at their booths ready to connect with you. Show your appreciation for supporting this conference. Check out the Networking Hub, where you can connect with other attendees and speakers. Or, treat yourself to a Wellness Break, compliments of UPMC Health.

2:30 p.m.

## MEDSTAR SUPPORT SERVICES SPOTLIGHTS I

### Infection Prevention – An EVS Perspective

A quick look at the 4 key components of the MedStar Health EVS Infection Prevention Program. Starting with a partnership with Surfaced, LLC for UV-C supplemental disinfection program. You will hear how MedStar has



deployed the system and integrated Surfacide into it's EVS Infection Prevention Bundle. Next, you will hear about the use of Glo Germ and ATP testing and how these 2 programs are used to ensure validation of cleaning efficacy. Our colleagues at Crothall Healthcare brought us a branded program called OMIT (Operational Mitigation of Infection Transmission). Said simply, dedicated cleaners for "enteric precaution" cleaning throughout the facility. Finally, a quick look at the EVS Infection Prevention Dashboard. The use of data to drive outcomes.

### Labor Productivity

Industry changing tool for the management of a decentralized workforce. For years the EVS industry has been looking for that next breakthrough innovation to drive productivity and quality. Virtual Manager, provided through the partnership with Crothall Healthcare, is that tool. You will hear the journey from product evaluation, to trial at MedStar Harbor Hospital, to enterprise implementation. EVS associates are provided tablets to manage their day while supervisors and managers are able to monitor progress throughout the day. Finally, an amazing back-end analytics tool rounds out the system. You will hear from representatives of Crothall, Virtual Manager and MedStar.

### EVS During COVID

A quick dive into the impact that COVID has had on our front line EVS associates as shared through the eyes of one of MedStar's truly "in touch" Support Services leaders. Angela Jones (AVP for Safety & Support Services at MedStar Georgetown University Hospital) provides her perspective through a heartfelt letter.

3:00 p.m.

### EVS: Making Tomorrow Happen

*Jason Funyak*, Director Environmental Services/Patient Escort, ChristianaCare Health System  
*Cynthia Steater*, EVS Systems Training Manager, Yale New Haven Hospital

3:00 p.m.

### Food & Nutrition: Nourishing Hope

*Susan Ganz*, Executive Director, Enterprise Support Services/E&M, City of Hope  
*Laura Dorr-Uyemura*, Director of Clinical Operations, City of Hope  
*Christian Eggerling*, Director of Culinary Operations, City of Hope

3:25 p.m.

### EVS: Transitioning Units to COVID and Back

*Stephen Branch*, Site Director Environmental Services, Yale New Haven Health  
*Cynthia Steater*, EVS Systems Training Manager, Yale New Haven Hospital

3:25 p.m.

### Food & Nutrition: Improving Malnutrition Capture Rates

*Amy Denbow, MS, RD, LD, CNSC*, Clinical Nutrition Manager, Sodexo, UT Southwestern Medical Center

3:25 p.m.

### The Journey to Carbon Neutral at Boston Medical Center

*David Maffeo*, Senior Director Support Services, Boston Medical Center

3:45 p.m.

### Break Time: Explore the Exhibit Hall and visit the Networking Hub

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4:15 p.m.

## SUPPORT SERVICES 5-MINUTE SHORTS

### Fix Recruitment Challenges With a Temp to Hire Model

**Bob Mulrooney**, SVP Facilities & Services, Christiana Care Health System

### Food & Nutrition Retail Trends

**Angelo Mojica**, Senior Director of Nutrition and Culinary Services, Johns Hopkins Health System

### Is Free Parking Really Free?

**Rodney Slaughter**, Director, Parking & Photo ID, Yale New Haven Health

### Anatomy of a Mentorship Program—Lessons Learned

**Von Chaney**, Director of Logistics, Facilities, and Support Services—Josie Robertson  
Surgery Center Memorial Sloan Kettering Cancer Center

### Navigating New Hires During a Pandemic

**Jessica Jones, DTR**, Food and Nutrition Recruitment and Training Coordinator, University of Pittsburgh Medical Center

### Facilities Response to COVID: Out of the Box Thinking

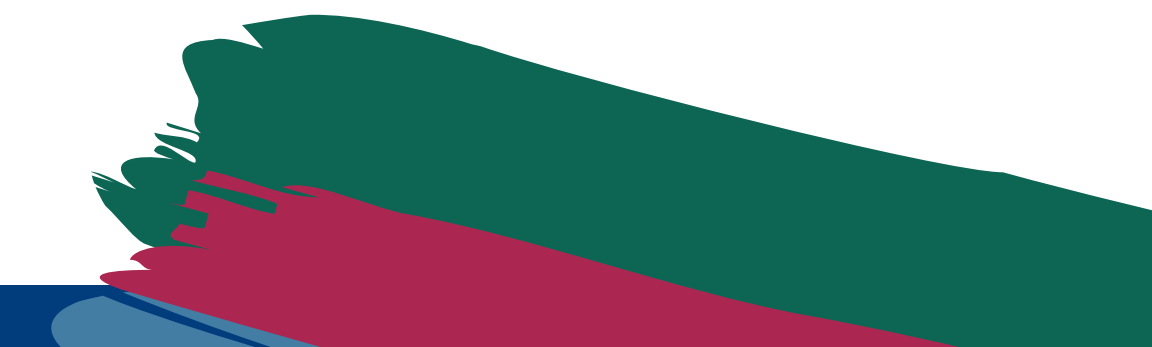
**Rich Keehle**, Senior Director, Support Services, United Health Services Hospitals

5:00 p.m.

### Day 1 Wrap-Up and Speed Networking

**Jeff Wickham**, Managing Director, Hospital Support  
Services Forum

**surfacide**®  
UV Technology



# Thursday, October 29<sup>th</sup>

11:30 a.m.

## Welcome Back!

Go to the Networking Hub to request to connect with colleagues, speakers, and sponsors. Visit the Exhibit Hall. Review the agenda and plan your time.

12:30 p.m.

## Day 2 Welcome

**Jeff Wickham**, Managing Director, Hospital Support Services Forum

12:35 p.m.

## Support Services in Hospital Culture

Moderator: **Norm Lantz, MBA, CHFM**, Senior Director, General Services, UCLA Health

Panel: **Kenneth Grant**, Retired Vice President General Services/Supply Chain Management, Johns Hopkins Health System (Retired)

**Tiffany Northern**, VP Operations, MedStar Washington Hospital Center

**Steven K. Ragsdale, MSL**, Associate Faculty, Johns Hopkins Bloomberg School of Public Health



1:15 p.m.

## HERCULES: NewYork-Presbyterian's Cost Transformation Program

**Benjamin Huang**, Director of Strategic Sourcing NewYork-Presbyterian

**Tina Jones**, Director, Performance Improvement, NewYork-Presbyterian

**Claudia Rosen**, VP Financial Planning, NewYork-Presbyterian

1:45 p.m.

## Break Time: Explore the Exhibit Hall and visit the Networking Hub

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2:10 p.m.

## MEDSTAR SUPPORT SERVICES SPOTLIGHTS II

### Centralized Staffing Office

Support Services has always provided staffing challenges for healthcare facilities. MedStar Washington Hospital is trying to get ahead of this ongoing problem by creating a Centralized Staffing Office for their support services areas. You will hear about their journey (still in early phases), the mistakes they have been made, the barriers they faced and even a few wins. This concept is something we can all learn and benefit from in our operations.

### Supply Chain Emergency Preparedness

PPE during the recent Pandemic!!! I'm sure we all have our stories. In this segment, you will hear from Ed Robinson (Vice President of Integrated Support Operations) about the MedStar story. Who can you trust? Will that order clear customs? Can we afford to pay the premiums required to obtain key PPE items? Can we afford not to? This is the MedStar story!

## Simulation Training for Support Services

Most healthcare systems have some form of simulation training for their clinical associates. MedStar has taken that a step further creating a very robust simulation-based training program for Support services associates. This was initially done for EVS associates across the system. From a brainstorming session drawn on the back of a napkin to an expensive facilities upgrade and expansion plan, to the creation of several amazing curriculums, this program has been game-changing for the organization. We have delivered well over 20,000 hours of training to over 900 associates. Here is our story (followed by a little tease at the end)!!!

2:55 p.m.

## Women in Support Services Leadership

**Diana Brande**, Client Executive II (Food Services-Nutrition), MedStar Health, Inc.  
**Jill Johnson**, **FACHE**; Senior Vice President, Operations, MedStar Health, Inc.  
**Lakshmi Nalluri**, Senior Vice President, MedStar Health, Inc.  
**Tiffany Northern**, VP Operations, MedStar Washington Hospital Center  
**Ashley Schmidt**, Vice President, HKS

3:15 p.m.

## Collaborative Breakout Sessions

**Carrie Kuempel**, VP Member Services, Hospital Support Services Forum  
2020 has been quite a year, and it's not over yet! COVID has rocked our worlds. In this session, we will break out into small affinity groups to reflect on how COVID has affected our jobs as support services leaders, our people and our operations.

4:00 p.m.

## Break Time: Explore the Exhibit Hall and visit the Networking Hub

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4:15 p.m.

## EVS: Literacy Program at UPMC

**Val Alksnis**, Senior Director, Environmental Services  
(Systemwide), University of Pittsburgh Medical Center

4:15 p.m.

## Food and Nutrition: The Road to Recovery...Redefining Standards for Hospital Foodservice

**Veronica McLymont, PhD**; Director of Food and Nutrition Services, Memorial Sloan Kettering Cancer Center

4:15 p.m.

## Sustainability: Waste Diversion at Memorial Sloan Kettering Cancer Center and The State of Recycling and Circularity from Circular Blu

**Chris Bodkin**, Co-Founder and CEO, Circular Blu  
**Shane Dunne**, Manager, Sustainability, Memorial Sloan Kettering Cancer Center

4:40 p.m.

## Implementing a Biomed Engineering Strategy Across a System

**Dan Connell**, HCS Executive Director, Clinical Engineering, UNC Health

4:40 p.m.

**MedStar: Laundry and Linen –  
Journey to Excellence**

**Kevin Mell**, System Director Laundry  
and Linen Services, MedStar Health, Inc.



4:40 p.m.

**Patient Transport: Optimizing Technology and Labor**

**Tim Gibbons**, Director Patient Support Services, Cleveland Clinic

5:00 p.m.

**Closing Session and Networking Happy Hour**

**Jeff Wickham**, Managing Director, Hospital Support Services Forum

## WELLNESS BREAKS

Sponsored by:



**Monica Urbanski**, UPMC, provides the opportunity for you to take a brief moment for yourself, featuring UPMC Health Plan's "On the Go" sessions. These are short, interactive sessions that bring physical activity or stress management techniques right to you. They are designed so that they can be done in the comfort of your own

home or even in the workplace, in only 5 to 15 minutes. During the breaks we will take part in Stretching, Deep Breathing, Mindfulness, and Chair Yoga. Please join me in adding some relaxation and self-care into your day!

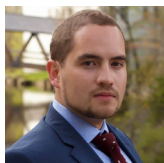


# Speakers' Profiles

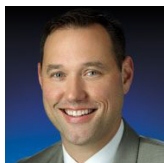


**Val Alksnis** began his career in the health care industry 27 years ago. Val spent the first 12 years of his health care career working in various leadership roles with ServiceMaster Management Services, then Aramark after the company acquired ServiceMaster. He then went on to work for OhioHealth in Columbus, Ohio for 10 years with the last 4 years of his ten-year tenure as the system director for Support Services. Val is currently working as senior director of Environmental Services for UPMC headquartered in Pittsburgh, Pennsylvania.

In his role as senior director, Val has matrixed responsibilities for EVS operations at UPMC hospitals located throughout Pennsylvania. He has a Master's degree in Business Administration (MBA). On a personal note, Val enjoys spending time with his wife of 30 years and their two sons and grandson.

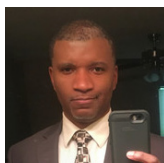


**Chris Bodkin** is the Chief Executive Officer for Circular Blu and recipient of GreenBiz 30 under 30 for 2018. Christopher is an expert in the circular economy, healthcare and corporate sustainability. Christopher is also the Data Coordinator for Sector Performance at Practice Greenhealth where he analyses trends on healthcare sustainability.



**Ethan Booker, MD**, is the medical director of the MedStar Telehealth Innovation Center and MedStar eVisit. He received undergraduate and medical degrees from the University of Michigan and completed residency training in Emergency Medicine at the University of Chicago. He joined the faculty at MedStar Washington Hospital Center in 2005. Dr. Booker has served as assistant medical director for MedStar Transport and director of Operations Improvement for the MedStar Washington Hospital Center Emergency Department. He is

a core faculty member of the MedStar Georgetown University Hospital and MedStar Washington Hospital Center Emergency Medicine Residency program.



**Stephen Branch** is Site Director Environmental Services for Yale New Haven Health. Stephen has two decades of experience in progressive leadership roles in facilities management in educational and healthcare organizations. He is highly proficient in directing operations in accordance with the highest quality and safety standards. Stephen has experience managing building and residential services, environmental services, and housekeeping. Stephen earned a Bachelor's degree in Business Administration,

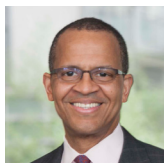
Management and Operations from City University Of New York City College.

## Diana Brande

Client Executive II (Food Services-Nutrition) for MedStar Health



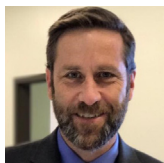
# Speakers' Profiles



**Von E. Chaney** is presently Director of Logistics, Facilities, and Support Services for Memorial Sloan Kettering Cancer Center's Josie Robertson Ambulatory Surgery Center. He joined MSK in 2003 as Assistant Director of Materials Management and Patient Support Services and became Director of Patient Support Services in 2007.

From 2009-2015 he served as Director of Supply Chain Support with responsibility for Mail Services, Linen, Supply Distribution, Receiving, and General Stores. He also co-chaired the hospital's value analysis committee. Before joining MSK, Von worked twelve years for Saint Vincent's Catholic Medical Centers in Manhattan in various roles, the last as its business manager for Perioperative Services.

He holds an AB from Dartmouth College and an MBA from the Harvard Graduate School of Business Administration. He is a member of Association for Healthcare Resource & Materials Management (AHRMM) and is a Certified Materials and Resource Professional (CMRP).



**Dan Connell** is an Executive Director for Biomedical Engineering and an eighteen-year veteran of the award-winning Information Services Department at UNC Health Care, an eleven-hospital healthcare system based in North Carolina. Dan has led both application programming and infrastructure teams through seven electronic medical record go

lives, numerous hospital and clinic construction initiatives, and technical and operational integration with ten new hospitals. Over the past seven years, Dan has been charged with assimilating staff, processes, and standards from multiple hospitals into Information Services, a shared service at UNC Health Care System. Today, as their response to the COVID-19 pandemic has matured, Dan continues those efforts as UNC Health Care has centralized Biomedical Engineering under the Information Services umbrella.

Dan's goal for his newly merged Biomed team is to lead them toward adding value through efficiency, saving money, and improving the cybersecurity posture of UNC Health Care in the increasingly connected world of clinical engineering.



**Michael J. Curran** is the executive vice president and chief administrative officer for MedStar Health. Curran is responsible for administrative aspects of more than 25 companies that comprise the region's largest and most comprehensive healthcare delivery system with annual revenues of \$5.6 billion. He has oversight of operations for Information Systems, Integrated Support Operations, Performance Improvement, Performance Transformation, Internal Audit, and Enterprise Analytics and Business Development.



**Amy Denbow, MS, RD, LD, CNSC** is the Clinical Nutrition Manager at the University of Texas Southwestern Medical Center University Hospital in Dallas, Texas. For the past 5 years, she has managed a large team of registered dietitians and led initiatives to improve the quality of inpatients' nutrition care. Before working in management, Amy worked as a clinical dietitian at UTSW, performing patient assessments and education. Amy has worked to accurately capture malnutrition diagnoses in a variety of patient populations over the years.

# Speakers' Profiles



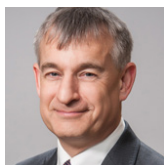
**Laura Dorr-Uyemura** is Director of Clinical Nutrition Services for City of Hope National Medical Center. Laura began her career working for City of Hope as a dietician before assuming leadership roles in clinical nutrition services. She's a member of the American Dietetic Association, as well as the California Dietetic Association. She has been published in numerous peer-reviewed publications documenting studies of the impact of nutrition on various patient outcomes.



**Shane Dunne** is currently the Manager, Sustainability and the Sustainability Department lead at Memorial Sloan Kettering Cancer Center (MSK) based in New York City. He earned his bachelor's degree in Environmental Science and Policy from Keene State College and a Business Certificate in Project Management from New York University. In the almost 6 years as the Sustainability lead at MSK, the institution has received 6 consecutive Top 25 Environmental Excellence Awards from Practice Greenhealth for leadership in healthcare sustainability. He is also involved in multiple forums to advance sustainability in the healthcare industry, including representing MSK on their GPO, Vizient's Environmental Advisory Council serving as Council Chair in 2019, representing MSK on both the Safer Chemicals and Less Meat, Better Meat Market Transformation Groups convened by Health Care Without Harm (HCWH) and Practice Greenhealth, and serving on various health care industry cohorts and councils. Before joining MSK, he worked for 8 years as a consultant advancing sustainability and ESG strategies, product/packaging stewardship, and regulatory compliance for global CPG companies, NGO's, non-profits, and municipalities.



**Christian Eggerling** is the Director of Culinary Operations at City of Hope National Medical & Cancer Research Center. Christian has devoted his career to the food & beverage industry with a focus on sustainability. Before joining City of Hope in 2016, Christian worked as both a culinary director and general manager in several restaurants. He is highly skilled in menu development, budgeting, catering, food & beverage management, operations management, hospitality management and event management. Christian earned a degree in business management from Strayer University and AOS in Culinary Arts from Johnson & Wales

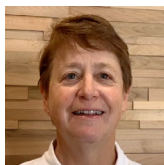


**Rollin J. (Terry) Fairbanks, MD**, is vice president for Quality and Safety for MedStar Health, overseeing and leading patient safety and quality of care across the system. Prior to this role, Dr. Fairbanks served as MedStar's assistant vice president for Ambulatory Quality and Safety, charged with aligning and optimizing quality and safety in the outpatient setting. Preceding these appointments, Dr. Fairbanks held a number of quality and safety-related leadership roles within MedStar. Joining the system in 2010, Dr. Fairbanks started with the MedStar Institute for Innovation (MI2), where he established the National Center for Human Factors in Healthcare, a unique system safety engineering program that has become one of the largest of its kind in the U.S. During his MI2 tenure, Dr. Fairbanks was heavily involved with systemwide telehealth programs and oversaw the MedStar Simulation Training and Education Lab (SiTEL).

# Speakers' Profiles



**Jason Funyak** is the Director of Environmental Services/Patient Escort for ChristianaCare Health System in Newark, DE. He has worked in management in Environmental Services for 18 years, 14 of which were at ChristianaCare Health System, and has been Director since 2010. Prior to Christiana Care, Jason was at Mercy Hospital, Suburban General Hospital, and Allegheny General Hospital, all in Pittsburgh, PA. He earned his BS in Business from Penn State University. He also completed the Advisory Board Fellowship Program.



**Susan Ganz** is the Executive Director, Enterprise Support and Engineering Services for the City of Hope National Medical Center, where she oversees the administration and operation of support and engineering services. Her areas of responsibility include environmental services, waste services, facilities engineering, horticulture and grounds services, patient ambassadors, food and nutrition, patient and staff parking and transportation services, security, hotel and gift shop operations, business continuity/disaster recovery, clinical

engineering and activation. She has worked in healthcare her entire career helping create the best patient experience in settings from rural to community to academic. Susan holds a Bachelor of Arts degree in Political Science and Economics from Washington State University.



**Tim Gibbons** is the Director of Patient Support Services at the Cleveland Clinic Main Campus. Tim's work is focused on creating the best possible environment for Cleveland Clinic Caregivers by ensuring the team is engaged and the patient experience is world class. Tim Gibbons has been a Caregiver at the Cleveland Clinic for 13 years. He is passionate about working with Caregivers to ensure safe and positive results for patients and visitors every day.

The Caregiver Team utilizes a recognition program (Caregiver Celebrations) and caregivers participate in employee roundtable discussions and SolVE CI projects. Tim has a strong interest in technology to help improve communication and reporting metrics.



**Kenneth Grant** just recently retired after over 45 years in the healthcare field. He spent 27 years at the Johns Hopkins Health System working in the capacity of the Vice President, General Services for The Johns Hopkins Hospital and Vice President, Supply Chain Management for the Johns Hopkins Health System.

During the course of this time, he was responsible for a variety of support services functions at The Johns Hopkins Hospital: Linen Distribution, Reprographics, Nutrition Services, Materials Management, Patient Transport, Mail Services and Environmental Services. He has his undergraduate degree from Tulane University and his master's degree in management for the University of Maryland. He has served on several local boards and continues to share his knowledge and experiences at conferences across the country.



# Speakers' Profiles



**Mila Henn, MBA** has more than 30 years of operations and supply chain experience across multiple industries, including manufacturing, consumer goods, pharmaceuticals, and healthcare. Her leadership has transformed organizations to deliver improved expense control/reduction, implement technology and robotics for process efficiencies, and has restructured departments to deliver high levels of performance. She has been hand-picked to lead international projects at the Cleveland Clinic, and Manitowoc Cranes based on her ability to work across cultures, disciplines, and management styles. Additional work experience includes New York Presbyterian Health System, Energizer, and Wyeth. She has a passion for developing professionals to achieve their potential and leads her teams to provide opportunities for career growth. Henn has served in non-profit boards and holds LEAN and Six Sigma certifications. She obtained a BS in Microbiology from Indiana University in Bloomington, IN, and a MBA in Information Systems from Pace University in New York City.



**Benjamin Huang** is a Director of Strategic Sourcing at NewYork-Presbyterian. He is responsible for procurement activity of non-clinical supplies for the hospital. His team collaborates with internal stakeholders including but not limited to Support Services, Information Technology, Facilities, and Corporate Services to create value and savings from vendor relationships. Ben has an MHA from Johns Hopkins Bloomberg School of Public Health, a JD from Case Western Reserve School of Law and a BS from the University of Florida.



**Kenyetta Keys, MBA**, is the assistant vice president for support services for MedStar Washington Hospital Center. She is responsible for providing management oversight to support consistent, customer-driven, results-oriented and high-performance supply chain functions and patient support services for the hospital. She holds a master's degree in business administration and a bachelor's degree with a concentration in contracts and acquisitions. Prior to joining MedStar Washington Hospital Center, Mrs. Keys served as senior director of supply chain and support services at Doctors Community Hospital for 9 years. She served as the President of the local Association for Healthcare Resource & Materials Management (AHRMM) Chapter, the Mid-Atlantic Society of Healthcare Materials Management (MASHMM) for the 2018 and 2019 terms. She is currently serving on the board of the Healthcare Council of the National Capital Area (HCNCA) and a member of the American College of Healthcare Executives (ACHE). Mrs. Keys has been in healthcare for over 20 years. Previously, she served as Supply Sargent for the United States Army Reserves for eight years. Mrs. Keys, a native Washingtonian, lives in Prince Georges County, MD with her family.

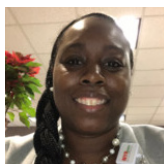
# Speakers' Profiles



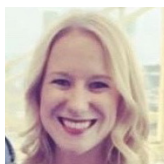
**Jill Johnson, FACHE**, serves as the Senior Vice President, Operations providing executive oversight of a wide range of services directly associated with the day-to-day operations of the hospital.

Jill initially joined MedStar Health in 2005, as the Director of Strategic Planning and Business Development at MedStar Union Memorial Hospital. She then served as Assistant Vice President of Strategic Planning, Community and Government Relations for both MedStar Union Memorial Hospital and MedStar Harbor Hospital. Jill also spent two years as the lead strategist for MedStar Ambulatory Services and the MedStar Medical group. She was instrumental in the development of MedStar's tele-health and retail medicine offerings as well as system wide palliative care and sports medicine programs and the regional behavioral health program.

Johnson earned her bachelor's degree in public health from East Carolina University and her Master of Business Administration in healthcare administration from the Sellinger School of Business at Loyola University Maryland. In addition, she is a Fellow of the American College of Healthcare Executives, she also serves as a board member for several community and national organizations.



**Tina Jones** is the Director of Performance Improvement at NewYork-Presbyterian. She has responsibility for HERCULES – the NYP performance improvement program. Prior to this role, she worked with the Division of Support services as a Director of Business Operations. She has built her career in healthcare working for various departments at NYP over the last 22 years including nursing, ambulatory surgery, finance and operations. Tina has an MBA from Fordham University and a BS from New York Institute of Technology.



**Jessica Jones, DTR**, is the Food and Nutrition Recruitment and Training Coordinator for UPMC in Pittsburgh, PA. Jessica focuses on recruitment, retention, turnover, and training. Her background is in training and nutrition/dietetics for community and government organizations. She recently moved back home to Pittsburgh with her husband, 2-year-old daughter, and 2 dogs after living in Colorado for the past 5 years.

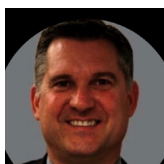


**Rich Keehle, Jr.** is the Senior Director of Support Services at United Health Services Hospitals in the Southern Tier of New York. United Health Services Hospitals consists of two hospitals (UHS Wilson Medical Center & UHS Binghamton General Hospital) that have 500 licensed beds and over 60 ancillary physician practice site locations over 6 counties. Rich provides executive oversight for: facilities/engineering; EVS/housekeeping; food & nutrition; clinical nutrition; security & parking; patient experience; clinical engineering; switchboard; purchased & ancillary services; emergency management & environment of care. Rich has worked in healthcare support services management for 20 years and in his current role, the past 6 years. Rich has an Associate's Degree in Criminal Justice from SUNY Broome, and a Bachelor's Degree and MBA from SUNY Empire State College.

# Speakers' Profiles



**Carrie Kuempel** is the Vice President, Member Services for the Hospital Support Services Forum. (After all, when your husband runs HSSF and invites you to partner with him, you get a big title!) Since joining the HSSF team, Carrie launched the new HSSF website and membership services software platform, providing members with new ways to connect with each other via the membership directory and online discussion forums. In Carrie's past work life, she led client services and marketing teams for several software startups. Carrie has a BA from Brown University, just up the hill from where she and Jeff now live in Providence.



**Norm Lantz, MBA, CHFM**, has been in the Healthcare Facilities & Support Services industry for over 30 years. He has work exclusively in the Southern California area for hospitals/health systems including Providence, Cedars-Sinai and currently is the Sr. Director of General Services for the UCLA Health System.

Norm earned a Bachelors of Science degree in Management from Azusa Pacific University and a Masters of Business Administration from the University of Redlands. He also holds the designation of Certified Healthcare Facilities Manager (CHFM) from the American Hospital Association.

Outside of work, Norm has been married to his beautiful wife Debbie for 30 years. They have 3 sons and 2 grandchildren. Even though he was raised in southern California, he was born in Philadelphia so he emphatically roots for his beloved Philly sports teams and enjoys playing hockey every chance he gets.



**Dan Lehman** came to UNC Hospitals in 1994 as Associate Director of Planning and Program Development focusing on strategic planning, database development and management, facility planning and design, certificate of need/regulatory, business and network development including the establishment of a network of UNC Hospitals - owned and operated community-based physician clinics.

In early 2000, Dan became Administrative Director of Cardiac Services and Wellness where he worked to establish the NC Children's Heart Center and Meadowmont and NW Cary Wellness Centers. In 2004, he took on additional responsibilities for Environmental Services and Nutrition and Food Services. In 2010 additional support services were added and Dan now serves as Vice President Operations Professional and Support Services. His current areas of responsibility include Nutrition and Food Services, Clinical Dietitians, Supply Chain Services (Central Distribution, Linen, Patient Equipment, Print Shop/Media and Mail Room), Medical Engineering, Environmental Services, Patient Transportation, Guest Services, Discharge Hospitality Center and Service Response Center. Dan also coordinates and oversees the Todd Peterson Post Graduate Fellowship in Administration, the Administrative Internship Program and the Health Scholars program in partnership with the Gillings School of Public Health - Health Policy and Administration program.

Prior to coming to UNC Hospitals, Dan completed the two-year post-graduate administrative fellowship program at Johns Hopkins Hospital and Health System (Baltimore, MD) and worked for Danville Regional Medical Center (Danville, VA) as Director of Planning and Market Research. Before attending graduate school, Dan worked as a Medical Technologist in Clinical Chemistry at The Ohio State University Hospital and Riverside Methodist Hospital in Columbus, Ohio. He has an undergraduate degree from The Ohio State University (BS in Allied Health - Medical Technology) and a master's degree from The Sloan Graduate Program in Health Policy and Administration at Cornell University (Master of Health Administration).

# Speakers' Profiles



**David Maffeo** is Senior Director Support Services, Boston Medical Center. David is responsible for the efficient coordination of support services at Boston Medical Center. These services include Food and Nutrition, Environmental Services, Patient Transportation, Laundry, Guest Support Services, Interpreter Services and the Mailroom. David also leads the organization's sustainability efforts as well as plays an active role on the hospital's emergency management team.

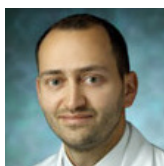


**Veronica McLymont, PhD**, received her Doctorate in Organizational Leadership from the University of Maryland Eastern Shore, a Master of Science degree in Nutrition from Hunter College, and a Bachelor of Arts degree in Foods and Nutrition from Brooklyn College. She is a Registered Dietitian/Nutritionist, and a Certified Dietitian/Nutritionist, and a Certified Professional Life Coach, and a Lifestyle and Wellness expert.

In 2008, she was voted a Trend Setter by The American Society for Health Care Foodservice Administrators. In 2011, she was recognized as one of the 25 Most Influential Black Women in Business by The Network Journal. In 2018, 2019, 2020 she was named among the Top Women in Metro New York Foodservice and Hospitality by Total Foodservice Magazine.

Dr. McLymont is the recipient of numerous awards. In 2013, she received the Isabelle A. Hallahan Award for Excellence in Foodservice Management from the New York State Dietetic Association. In 2015 she received the Excellence in Management Practice award, from the Academy of Nutrition and Dietetics, and in 2016 received the Exemplary Leadership award from the Association of Healthcare Foodservice.

She is the author of the book "Embrace Your Best Self...Fabulous and Healthy After 50". She is the co-author of a chapter in the research textbook "Research: Successful Approaches", and the author of a chapter on "Nutrition Care of the Cancer Patient" in a Cancer Rehabilitation textbook. She has co-authored several research articles, given numerous lectures on nutrition and leadership related topics, and is sought after as a Food and Nutrition resource.



**Dan Marchalik, MD** is the Director of the Kidney Stone Program at MedStar Washington Hospital Center and an Associate Professor of Urology at the Georgetown University School of Medicine. He also is the Medical Director of Physician Well-Being for the entire MedStar Health system.



**Kevin Mell** has over 40 years of healthcare experience in the areas of Human Resources, Operations, and Administration. His current responsibility with MedStar Health is the oversight of Linen Services that processes over 12 million pounds of linen annually. Specific areas of focus are the management of the leadership at ten acute care sites, data management in the usage of linen, policy development and the implementation of strategies to achieve maximum performance in the management and utilization of linen.

# Speakers' Profiles



**Angelo Mojica** is originally from Brooklyn, New York and earned a Bachelor's degree in Dietetics, a Master's degree in Public Health, a Culinary Arts degree and a Doctor of Public health degree in Health Policy. He holds the distinction of being the only Certified Executive Chef and Registered Dietitian to practice at the Doctoral level. He has worked for over 30 years in foodservice management in a variety of acute and long-term care settings. Angelo is fortunate to have worked at such prestigious institutions as UNC Health Care, Cleveland Clinic and Johns Hopkins. He has taught at several universities including his most recent position at the UNC Gillings School of Global Health.

Angelo is a leader that is dedicated to his team. He is enthusiastic about health care and passionate about food. His persistence in striving toward the goal of elevating hospital food quality and service has led to a number of industry leading programs. Angelo believes that hard work and fun can mutually exist. His decisions are driven by a simple principle: team members must hold one another accountable for the highest standards and treat each other with unwavering respect.



**Bob Mulrooney** is Senior VP, Facilities and Services for Christiana Care Health System. He oversees the administration and operation of facilities and support services. Robert's areas of responsibility at Christiana Care include environmental services, facilities engineering, patient escort, food and nutrition, fleet transportation, occupational safety, operator services, emergency management, real estate/property management, textiles and clinical engineering. Robert also serves on the State of Delaware Environmental Appeals Board. He holds a Bachelor of Science degree in Civil Engineering from Bucknell University, an MBA from the Alfred Lerner College of Business and Economics at the University of Delaware and is a Professional Engineer licensed in the state of Delaware.



**Tiffany Northern** is the Vice President of Operations at MedStar Washington Hospital Center, a 912 licensed bed academic medical center, in Washington, D.C. In her role, she is responsible for the management and strategy development for 18 ancillary and clinical support services. She was inspired to pursue a career in healthcare after seeing her parents and several family members suffer from chronic diseases. Before joining MedStar Health, Northern served in several progressive leadership roles with the Hospital Corporation of America (HCA Healthcare) for eight years and participated in HCA's Executive Development Program.

Northern holds a Master's degree in Health Administration from Florida Agricultural and Mechanical University, and a Bachelor's in Business Administration from Alabama State University. In 2011, Northern earned and continues to hold the distinction as a Fellow of the American College of Healthcare Executives (FACHE). She has been named nationally as one of only six 2019 Executive Diversity Program Scholars with the American College for Healthcare Executives.

# Speakers' Profiles



**Lakshmi Nalluri** is a Senior Vice President with JLL's Project and Development Services (PDS) business line, and leads the firm's PDS healthcare practice in the DC/MD/NoVA markets. Lakshmi has over 20 years of experience in development of complex healthcare and life sciences projects including real estate strategy, feasibility, due diligence, team assembly, strategic sourcing, design and construction oversight, and coordination of specialized equipment in the healthcare/life sciences environment. Lakshmi has been and is currently involved with numerous, complex projects, leading a robust and resilient team, and responsible to ensure clients receive best-in-class advisory and service delivery.



**Steven K. Ragsdale, MSL**, is a senior consultant, former hospital administrator and lecturer with over twenty-five years building and managing hospital operations, developing healthcare innovations and advancing pathways to better and safer healthcare. His work in diversity, equity, justice and inclusion is guided by his steep understanding and desire to appreciate concepts that drive difference as a social construct and how it animates group performance over time. His interpretation of system theory and design is often paired with

historical analysis to examine root cause, shape innovation, improve outcomes and drive efficiencies in disparate care models that are costly. His efforts have led to immeasurable savings in lives and process improvements for many across the United States. Steven has a degree in history and cultural studies in Latin America and a Master of Science in Law from the University of Maryland-Francis King Carey School of Law. He is currently associate faculty at the Johns Hopkins Bloomberg School of Public Health and serves on the Board of Directors of the Baltimore City Historical Society as Chairman of the Education Subcommittee and Blue Water Baltimore, where he is a member of the Justice, Equity, Diversity and Inclusion Subcommittee. Steven was born in Baltimore City and continues to enjoy living in Maryland.



**Ed Robinson, MBA**, is Vice President of Integrated Support Operations for MedStar Health. Joining the system in 2011, he coordinates and leads supply chain and performance improvement functions.

Prior to this position, Robinson worked at OhioHealth. Starting there in 2003, he held the position of system vice president, Supply Chain Services. By 2008, his role expanded with him becoming the executive responsible for the system process improvement function, Process Excellence (PEX). In tandem, Robinson was elevated to system vice president, System Support Operations, where he assumed responsibility for protective services, food and nutrition, hospital shuttle, as well as valet and parking functions for the system.

As a University of Arizona graduate, Robinson holds a Bachelor's of General Business Administration and received his Master's in Business Administration from the University of Phoenix, in Phoenix, Arizona.

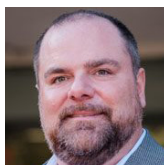


**Claudia Rosen**, is the Vice President for Financial Planning at NewYork-Presbyterian. She oversees strategic finance for the Enterprise: long-term planning, business planning, benchmarking, decision support and HERCULES, the NYP performance improvement program. Prior to coming to NYP, Claudia was a management consultant for E&Y, Cap Gemini and Accenture, rising to partner before leaving to become a founding executive of a private equity-backed start-up providing management and outsourcing services to the post-acute divisions of health systems. Claudia has an MBA from Columbia Business School and a BA from Yale University.

# Speakers' Profiles

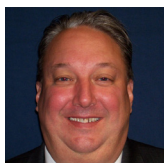


**Ashley Schmidt**, a distinguished leader, and strategist, with an established professional network in the Eastern region, serves as Vice Present with HKS, one of the leading architectural firms in the world, focusing her attention on the Healthcare market.



**Bill Sheahan** is a corporate vice president for MedStar Health; executive director of the MedStar Simulation Training & Education Lab (MedStar SiTEL); and executive director of the MedStar Telehealth Innovation Center (MTIC). In these roles, Bill oversees strategy and execution for learning and telehealth infrastructure across the MedStar Health system. Before joining MedStar Health in 2013, Bill spent three years leading an academic research program at the University of Rochester School of Medicine. Prior to that Bill had a decorated

15-year career as a paramedic, educator, and public safety leader, culminating with nine years spent as the chief officer of a county government-based emergency services organization in New York. Bill holds a master's degree in public administration and is currently completing a PhD in education from the University of Rochester.



**Sean Shapert** is the Vice President of Environmental, Laundry & Linen Services for MedStar Health in the Baltimore/Washington DC market. He is a 28-year veteran of the Healthcare Hospitality industry. He has held increasingly responsible positions for several of the large Healthcare contract management firms such as Marriott Management Services (now Sodexo), Crothall Healthcare (Compass Group, NA), Aramark, and Xanitos. While Sean's technical background is in the area of Environmental Services, he has had experience managing the

following services in the Healthcare and Business & Industry sectors: Food & Nutrition Services, Plant Operations and Maintenance, Clinical Engineering, Patient Transportation, Laundry & Linen Management, Warehouse Management, Supply Distribution, Graphic Arts, and Safety.



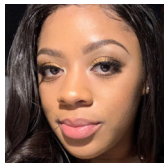
**Rodney Slaughter** has over thirty-four years of experience in the parking, transportation, and transportation demand management industry ranging from a facility manager to Chief Operating Officer. His career has consisted of work for national parking and transportation companies in the private sector. Started and was COO of a successful parking, transportation and consulting company. While at YNHH Rodney has had the opportunity to implement and develop a parking and transportation program for over 16,000 employees and over 1.5

million patient and visitors per year. The "in-house" YNHH bus program transports over 1 million riders per year to various community destinations as well as throughout the campuses. The YNHH Parking and Transportation Demand Management has been nationally recognized and awarded a gold medal for the "Best Work Places for Commuters" designation by the National Center for Transit Research nine years in a row.

Throughout his career he has maintained certifications and has been designated as a Certified Administrative Parking Professional (CAPP) from the International Parking and Mobility Institute, a Certified Parking Professional (CPP) from the National Parking Association and a certified Parksmart Advisor from IPMI and the Green Business Certification.



# Speakers' Profiles



**Cynthia Streater** is the System Training Manager for Yale New Haven Hospital, a 1,500 bed hospital across two locations. Her primary objective is to provide the education and resources necessary for all staff to be successful Environmental Services Associates. Through simulation training, AIDET roleplaying and best practice conversations, she educates all new and seasoned Yale New Haven Hospital employees on their nine-step cleaning process. She would like to send her overwhelming gratitude to all Environmental Services Associates

across the nation for carrying out their duty to keep hospitals as clean, safe and welcoming environments. Although, this is not the easiest task, she admires all associates who seamlessly complete their duties by following best practices and procedures.



# ABOUT HSSF



HOSPITAL  
SUPPORT  
SERVICES  
FORUM

HSSF is a peer-to-peer network of executives from leading hospitals who are driven to accelerate improvement of non-clinical operations and advance management of support services as a profession. HSSF was founded in 2007 by J C Wickham Associates, LLC and several leaders at hospitals in the Northeast. Since the founding, over 100 hospitals have participated in collaborative benchmarking of support services functions. Each year the Forum holds an Executive Conference where executives gather to share best practices and support each other in the pursuit of continuous improvement. It also conducts collaborative benchmarking studies throughout the year on topics of interest to its members.

**Jeff Wickham** is Managing Director of the Hospital Support Services Forum and President of J C Wickham Associates, LLC. J C Wickham works with managers in health care, pharmaceutical, medical device, and manufacturing organizations to improve supply chain operations. J C Wickham helps streamline sourcing and logistics functions for cost reduction and improved performance. The firm works side-by-side with clients to implement best practices, redesign business processes, and support change. Prior, Jeff was a partner and member of the board at Carlisle & Company, a consulting firm specializing in supply chain management. He previously was a Sr. Manager in the Supply Chain Practice at Arthur D. Little.

Jeff holds a Master's of Science Degree in Management from the Sloan School of Management at MIT, where he was an editor of the Sloan Management Review.

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