



GOOD TO BEST

11th Annual Healthcare Food Service Educational Conference

February 24 - 26, 2017

Paradise Point Resort & Spa
San Diego, California

18.5 CEUs (CDR, CBDM, ACF)

The mission of Good to Best is to provide healthcare food service and environmental services executives, operators and their teams with the vital information, skills and tools needed to be successful in 2017 and beyond in all areas. This educational conference provides leadership training, professional development and the latest industry updates.

Register Online:

www.GoodtoBest.org

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Featured Keynote Speakers



BRUCE TULGAN

Best-selling author and leading expert on leadership, management, and young people in the workplace.



BOB GOFF

Best-selling author of "Love Does", attorney, founder of Restore International and encourager to millions.



CARLTON GREEN

Silver Plate Winner, author of "What is the Purpose of a Banana?", and culture transformation coach.

FEATURED PRESENTATIONS

How to be the Manager Your Employees Need
Leveraging Generational Diversity in the Workplace
Love Does - Living and Working with Purpose
How We Took Our Department from Good to BEST in the Nation
State of the Union on Malnutrition
Creating a Culture of Compassion through Accountability
When Flavor Means Business + "Made for Me" Options = Success in Retail Operations
Disaster Preparedness and New CMS regulations
The Bottom Line – Key Components of Managing a Food Service Department
Mastering Codes and Learning to Think Like a Surveyor
Room Service Intakes and Malnutrition

Breakout sessions topics:

Software and Nutrition Informatics | Healthcare Room Service | EVS Best Practice |
CMS New Process Tools for QAPI
(TOPICS SUBJECT TO CHANGE)

Estimated 18.5 CEUs (AND, CBDM, ACF)



What is GOOD TO BEST?

Fifty years ago the public branded healthcare food service as “very bad.” Twenty years ago a dramatic quality improvement transformation process began. Today, the culinary experience at many healthcare facilities is so good that customers are dazzled and amazed. However, at the same time, healthcare executives are very concerned about how HCAHPS and the Affordable Care Act will affect their financial bottom line. And as usual, the food contractors are always circling, waiting for opportunities. Food service management teams continue to be asked to do more with less, creating an extremely challenging work environment for healthcare food service management teams. On the job tension and stress levels are at an all-time high.

The goal of the Good to Best educational conference is to define and analyze the nature of all our unique current challenges and provide you with the information, skills, and tools needed to be successful in 2017 and beyond in all areas of healthcare food, clinical nutrition, and environmental services. You will hear directly from experts on leadership and managing your team successfully, how to build accountability, and how to take your department to the next level – the BEST. You will learn what to do regarding new CMS regulations regarding emergency preparedness; and we provide you with tools to help you pass your next survey and inspection. And of course we will open and close our conference with talented keynote speakers who will enlighten you, motivate you professionally and, and also make you smile!

Who is GOOD TO BEST for?

The Good to Best Conference is designed especially for healthcare food service, clinical nutrition, and environmental service executives, operators, managers and their teams who share the common goal of wanting to become the “Best of the Best.” Our attendees generally consist of directors, registered dietitians, executive chefs, certified dietary managers, supervisors, kitchen staff, nutrition students, and more. This educational conference provides leadership training, business and professional development, and the latest industry updates.

When is GOOD TO BEST?

Good to Best will take place February 24-26, 2017. Conference sessions are full days on Friday and Saturday, and a half day on Sunday. We encourage attendees to arrive on Thursday, February 23 or earlier, and depart on Sunday, February 26 in the late afternoon or evening – or stay for a few more days and enjoy San Diego!

Where is GOOD TO BEST?

Good to Best will take place at the beautiful Paradise Point Resort & Spa in San Diego, California. Visit www.paradisepoint.com for more information and to make reservations.



Why GOOD TO BEST?

The Good to Best conference seeks to help you be successful in a low key, casual, fun, entertaining environment on the beach in San Diego. Casual dress is encouraged for all activities. Attendees continually share with us that they leave the conference relaxed, inspired, and better prepared to deal with the challenges ahead of them.

There will be over 400 attendees, including operators, vendors, and special guests, making it an intimate setting for networking opportunities and one-on-one time with vendors and peers. 18.5 CEUs have been approved for RDs, CDMs, and CECs. Good to Best is held over a weekend (Friday – Sunday) to minimize time away from work.

Good to Best is said to be the least expensive, most powerful, food service educational conference held over a three-day weekend in the United States.

Please visit www.goodtobest.org for more info or email info@goodtobest.org if you have any questions.



2017 Theme

The Power of Servant Leadership: *Leading with a Servant Heart*

18.5 CEUs

(Commission on Dietetic Registration, Certifying Board for Dietary Managers,
and American Culinary Foundation)

SCHEDULE OF EVENTS

(Topics and times subject to change.)

THURSDAY (5:00pm – 9:00pm)

5:00pm – 9:00pm
Presidential Suite

Welcome Reception at the Presidential Suite*

Sponsored by R&R Enterprises

Sponsored by Nestlé Professional

**Please note new location – Presidential Suite.*

FRIDAY (7:00am – 5:35pm)

(Events are in the Paradise Ballroom unless otherwise specified.)

6:00am – 6:45am

Yoga – Bayview Room

7:00am – 7:45am

Breakfast & Sponsor Networking

Sponsored by Michael Foods

Sponsored by General Mills

7:45am – 8:00am

Welcome

8:00am – 9:45am

Opening Keynote

It's Okay to be the Boss – How to be the Manager Your Employees Need

Bruce Tulgan

Keynote Speaker, Best Selling Author

9:45am – 10:30am

Sponsor Networking

10:30am – 12:15pm

Not Everyone Gets a Trophy – Leveraging Generational Diversity in the Workplace

Bruce Tulgan

Keynote Speaker, Best Selling Author

12:15pm – 1:30pm
Sunset Pavilion

Lunch

Sponsored by Nestlé Professional

GOOD TO BEST

- 1:30pm – 2:30pm **State of the Union: Caring for Adult and Pediatric Malnutrition**
Michelle Mathura, RDN, LRD, CDE
Success Coach, DM&A
- Ron Stewart
Success Coach, DM&A
- Ina Miller, MA, RD, LD, CHES
Room Service Manager / Clinical Nutrition Manager
Midland Memorial Hospital
- 2:30pm – 3:30pm **Sponsor Networking**
- 3:30pm – 4:30pm **Keynote**
Love Does – Living and Working with Purpose
Bob Goff
Keynote Speaker, Best Selling Author
- 4:30pm – 4:35pm **Break – Transition to Breakout Sessions**
- 4:35pm – 5:35pm ***Breakout Sessions***
- Paradise Ballroom **How to Take Your Room Service Culinary Operation
to the Next Level**
Chef Jeffrey Groch, CDM, CFPP
Success Coach, DM&A
- Dockside Room **Think You Can't Afford a Menu Management Solution?
Come Meet Stella!**
Della Dunbar, MS, RDN, LD
Success Coach, DM&A
- Adam Johnson
Director of Business Development
Delegate Healthcare Solutions
- Bay View Room **How to Take Your EVS Operation from Good to Best**
Steve McKenna
Director of Field Operations, DM&A
- 6:15pm – 10:15pm **Friday Evening Gala Event & Dinner**
Sunset Pavilion **Theme: Western BBQ**
Sponsored by DM&A

GOOD TO BEST

SATURDAY (7:00am – 5:20pm)

(Events are in the Paradise Ballroom unless otherwise specified.)

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|-------------------------------------|---|
| 6:00am – 6:45am | Yoga – Bayview Room |
| 7:00am – 8:00am | Breakfast & Sponsor Networking
Sponsored by Michael Foods
Sponsored by General Mills |
| 8:00am – 9:00am | Creating a Culture of Compassion through Accountability
Kareen Turner, MPH, RD
Director, Food & Nutrition Services
Loma Linda University Health – Murrieta Hospital |
| 9:00am – 9:15am | Break |
| 9:15am – 10:15am | When Flavor Means Business + “Made for Me” Options = Success in Retail Operations
Chef Mary Locke, CEC, CCA
Corporate Chef, Nestlé Professional |
| 10:15am – 11:00am | Sponsor Networking |
| 11:00am – 12:00pm | New CMS Rule: Are You Prepared?
Lee Tincher, MS, RD
President, Meals for All, Inc. |
| 12:00pm – 1:15pm
Sunset Pavilion | Lunch
Sponsored by Nestlé Professional |
| 1:15pm – 2:15pm | The Bottom Line – Key Components of Managing a Food Service Department
Wayne Toczek
Success Coach, DM&A |
| 2:15pm – 3:15pm | Sponsor Networking |
| 3:15pm – 4:15pm | Mastering Codes and Learning to Think Like a Surveyor in the New Survey Process
Linda Handy, MS, RD
Retired Surveyor/Trainer, California Department of Public Health |
| 4:15pm – 4:20pm | Break – Transition to Breakout Sessions |

GOOD TO BEST

4:20pm – 5:20pm

Breakout Sessions

Paradise Ballroom

CMS New Process Tools for QAPI (Performance Improvement)

Linda Handy, MS, RD

Dockside Room

Demystifying Room Service Implementation

Steve McKenna

Director, Field Operations, DM&A

Bay View Room

Getting Your Technology Projects Funded *Proven strategies to connect safety, quality, and the customer experience to your appeal for funding.*

Kimberlee Ann Alvani, RD CNSC

Director Food and Nutrition/Clinical Services

Washington Hospital Healthcare System

Chuck Smith

CBORD Account Representative

4:15pm – 6:15pm

Paradise Porte
Co-Chere

Happy Hour & Kitchens To Go Mobile Kitchen Tour

Sponsored by Kitchens To Go

Sponsored by Nestlé Professional

Sponsored by R&R Enterprises



SUNDAY (7:30am – 11:45am)

(Events are in the Paradise Ballroom.)

7:30am – 8:30am

Breakfast & Sponsor Networking

Sponsored by Michael Foods

Sponsored by General Mills

8:30am – 9:30am

Do You Want to Provide Food or Do You Want Your Patients to Eat?

Room Service Improves Nutritional Intake in Hospitals

Sally McCray

Director of Nutrition and Dietetics

Mater Health Services, Brisbane, Australia

9:30am – 10:00am

Sponsor Networking

10:00am – 11:30am

Closing Keynote

How We Took UCLA from Good to BEST in the Nation

Carlton Green, Ph.D.

Success Coach, DM&A

11:30am – 11:45am

Closing

Departure or Enjoy San Diego!

GOOD TO BEST

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