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Joyce Hagen-Flint Receives “Exemplary Leadership” Award
*AHF Honors the Division Director of Food & Nutrition Services at
Hospital Corporation of America*

Louisville, KY (May 8, 2014) – The Association for Healthcare Foodservice (AHF) is proud to announce that Joyce Hagen-Flint, Division Director of Food & Nutrition Services, Parallon Supply Chain Solutions, Hospital Corporation of America (HCA), is the winner of the 2014 AHF Exemplary Leadership Award. This award will be presented at the 2014 AHF Annual Conference in Orlando, Fla.

The AHF Exemplary Leadership Award is presented to the operator member who best reflects the commitment to operational excellence that Don Marsh brought to healthcare foodservice. The award recognizes member contributions in their operations as well as to regional, local chapters or networking meetings.

Hagen-Flint has initiated the consolidation and in sourcing of nine hospitals with contract management services in the West Florida Division (WFD) of HCA. In her career, she has been instrumental in converting over 19 hospitals from contractor to self-operated services.

“Joyce is a true visionary with a passion for self-operated food and nutrition services,” said Maria DeNicola, Director of Food and Nutrition Services, Oak Hill Hospital.

In 2012, Hagen-Flint convinced the WFD leadership in Parallon, the supply chain subsidiary of HCA, to establish a consolidated approach to the management of food and nutrition services in the division. This was executed using a detailed and methodical approach, using data collected from key measures of contracted versus self-operated food and nutrition.

“Joyce is the leader of consolidated food and nutrition services, knows how to drive the cost out while assuring quality, and by doing so, has earned the respect of executive leadership within the company,” said DeNicola.

HCA is the second largest health care corporation in America and is based in Nashville, Tenn. HCA owns and operates 170+ hospitals in the United States and Europe. As a result of the success of the consolidated food and nutrition services model in the WFD, the company has endorsed and is adopting this model in other divisions within the company.

Other highlights of the consolidation include:

- Exceeded \$4.5 million savings in the first two years
- Improved productivity by 4.5%
- Enhanced overall operation via replication of best practices
- Reduced cost via product standardization and automation

About AHF:

The Association for Healthcare Foodservice (AHF) is the national professional association dedicated to advancing self-operated healthcare foodservice as industry best practice. AHF develops healthcare foodservice professionals, assuring food and nutrition services are valued as an essential contributor to the healthcare organization’s mission. For more information, please visit: www.healthcarefoodservice.org.

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