



# Annapurna Exchange

The Netherlands

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- My Background
  - Personal
  - Cedar Sinai Park
- Experiences with Host Organizations:
  - Langerhuize
  - GouweCuisine
  - Elderly homes and hospitals
- Similarities (and Differences) Between American and Dutch Healthcare Foodservice Operations
- Innovation and Change
- Value of the Annapurna Exchange

# My Background

- Personal:
  - Culinary Arts Education
  - Restaurant and Catering Experience
  - 5 Yrs in Eldercare
- Cedar Sinai Park
  - Jewish Non-profit LTC Organization in Portland, Oregon.
  - 225 Apartment Low-Income Housing, 200 Resident Independent and Assisted Living, 30 Resident Residential Care, 88 Bed Nursing Home, Day Services and Home Care
  - All foodservice is kosher
  - Service through restaurants, dining rooms, and room service



# Langerhuize

- Production and Meal Delivery Kitchen
- Only Institutional Kosher Kitchen in The Netherlands
- About 3000 regular and 200-300 Kosher meals daily
- Broad Market Segment: Eldercare, Acute Care, Penal Institutions, Airlines
- In Process of Major Kitchen Expansion
- Points of Interest:
  - Managing Consistency
  - KLM Presentation



# GouweCuisine

- Production and Meal Delivery Kitchen with a Distinct Catering Operation
- Separate Halal Kitchen
- About 3000 meals daily
- Market Segment: Eldercare, Meals on Wheels, Food-only Catering
- Point of Interest:
  - Quality Assurance System

# Elderly Homes and Hospitals

- Front of the House Experience Very Similar as in the States
- Current Trends towards Hospitality, Customer Service and Enhancing Meal Experience
- Foodservice as a Revenue Center
- Varied Foodservice Outlets: Restaurants, Cafes, Family-style meals, Room Trays



# Similarities (and Differences) between American and Dutch Healthcare Foodservice

- Systems are more in common than different
- Current challenges:
  - Strained Financial Systems
  - Aging Infrastructures and Aging Populations
  - Demand for Quality and Service
- Sanitation and Regulation
- Quality Assurance and Personnel Management
- Differences are Small and mostly Cosmetic

# Innovation and Change

- Organizations are Innovating
  - Improving Quality
  - Increasing Efficiency
  - Enhancing Satisfaction
  - Reducing Costs
  - Market-Driven Solutions
- Innovation is Required For Success



# Value of the Annapurna Exchange

- Relationship Building
  - Experiencing a “different” environment
  - Meeting colleagues in the same caring profession
  - Increased empathy for my own ESL staff
- Diversification of Networks
  - Similarity of problems enhances the value of wide network
- Fun
  - Explore history and culture of another country
  - Experience local flavor