

Wednesday, November 20

4:15 – 5 pm	SmartTalks featuring Healthcare Conference Facilitators Moderator: Joe Ricci, TRSA President & CEO	Bayview II/III
5 – 6 pm	Networking Reception	Mission Terrace

Thursday, November 21

7:00 am	Registration Opens	Mission Foyer
7:00 – 8:30 am	Breakfast	Mission Terrace
7:30 – 8:45 am	The Exchange	Bayview I
8:30 am – 12:00 pm	Plant Tour: Emerald Textiles	

TRSA¹⁰⁰⁺
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Strengthening and Promoting the Linen, Uniform and Facility Services Industry

Growth Through People, Processes and Products



November 19–21, 2019 • Hyatt Regency Mission Bay • San Diego, CA

December 1–3, 2020 • The Peabody Memphis • Memphis, TN



TRSA 9th Annual Healthcare Conference

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TRSA 8th Annual Healthcare Conference & Exchange

TRSA would like to thank our event partners

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Tuesday, November 19

11:30 am	Registration Opens	Mission Foyer
11:30 am – 12 pm	Lunch for Advisory Board Attendees	Mission I
12 – 1:30 pm	Hygienically Clean Healthcare Advisory Board Meeting Advisory Board members only	Mission I
1:30 – 2:30 pm	Hygienically Clean Healthcare Users Group Meeting Representatives of certified plants only	Mission II
3 – 5 pm	CEO/Executive Roundtable – Healthcare	Mission III
5 – 6 pm	Healthcare CEO Reception	Mission III
5:30 – 7 pm	Welcome Reception Sponsored by LAVATEC <i>Laundry Technology Inc.</i>	Banyan Court & Lawn

Wednesday, November 20

7:00 am	Registration Opens	Mission Foyer
7:00 – 8:30 am	Breakfast Sponsored by ECOLAB	Mission Terrace
7:30 – 8:45 am	The Exchange	Bayview I
9:00 – 10:00 am	Welcome & Keynote Session: Selling to Hospitals in the Value Based Care Era Josh Luke, Ph.D., Veteran Hospital CEO, ForbesBooks Featured Author, Leading International Speaker and University of Southern California Faculty Member	Bayview II/III
10:00 – 10:45 am	Long-Term Care Market Opportunities Mike Lang, Process Analyst, Unitex/Med-Apparel Services and Liz Remillong, Vice President, Strategic Alliance, Crothall Healthcare	Bayview II/III
10:45 – 11:15 am	Networking Sponsored by STANDARD TEXTILE est. 1940	Mission Foyer

Wednesday, November 20

11:15 am – 12 pm	Current Healthcare Market-Related Research Review Daniel Kärrholt, CEO, Swedish Textile Service Association and Steve Tinker, Senior Vice President of Research & Development & Marketing, Gurtler Industries Inc.	Bayview II/III
12 – 1 pm	Lunch Presentation at 12:30 pm: Standards and Regulations Kevin Schwalb, Vice President of Government Relations, TRSA Sponsored by 	Bayview II/III
1 – 1:50 pm	Healthcare Benchmarking Survey Report Rick Kislia, COO (Retired), Crescent Laundry and Chuck Rossmiller, Director - Laundry Programs, Medline Industries Inc.	Bayview II/III
CONCURRENT BREAKOUT SESSIONS		
2 – 2:45 pm	Healthcare Certification, Preparation and Audit Audrey Carmichael, Client Coach, Six Disciplines Consulting Services Mission II/III	Innovations in Transportation Thomas Flynn, Director MedTrans - Operations, Medline Industries, Inc.; Joe McKeown, Vice President, Operations, HandCraft Services Inc.; and Dan Thompson, District Sales Manager, ARI Fleet Bayview II/III
2:45 – 3:15 pm	Networking Break	
3:15 – 4 pm	Recruiting and the Labor Shortage: A Peer-to-Peer Brainstorming Session Facilitated Small-Group Discussions Mission II/III	Navigating Supply Chain in an Era of Hospital Consolidation Mark Pugmire, Business Operations Manager, Support Services, University of Utah Health and Kelly Roach, Market Leader Consultant for Impact Solutions Consulting Moderator: Liz Remillong, Vice President, Strategic Alliance, Crothall Healthcare Bayview II/III