



Attachment J 3.2 ISH Executive Summary 9.3.24

October 15, 2024

Angie Alexander, Strategic Sourcing Analyst
Indiana Department of Administration Procurement Division
402 W. Washington St., Room W468
Indianapolis, IN 46204

Dear Angie,

We appreciate the opportunity to allow Cura Hospitality to participate in your bid process for a dining partner, and to continue to earn your business as a trusted provider. We are thrilled about the prospect of serving the Indiana State Psychiatric Hospital Network (ISPHN) for the next 4-6 years and to build upon what we have been able to accomplish since partnering in June of 2016. We are also committed to helping ISPHN leadership team build upon the State's legacy as a behavioral health leader.

As the incumbent, our team is uniquely qualified and values the ISPHN's focus on patient satisfaction by providing more home style cooking, better menu variety, and more efficient service. You are looking for a dining services partner who can help take you to the next level of performance, without losing momentum due to a lengthy transition. We feel strongly that Cura Hospitality is that partner, and believe we are the best fit for you and the ISPHN.

With an ongoing partnership with Cura Hospitality, you can expect nothing less than professional, authentic, and caring people, committed to excellence. Cura will continue to earn the trust of the hospital network's administrative team. We commit to being transparent in communications, fulfilling our promises, and acting in your and the patients' best interests.

To summarize the value of our offer and what a Cura partnership looks like for the ISPHN:

- Continuity of a seasoned local-Indiana Cura management team with no risk or reliance upon your administrative team to support a transition phase rather than managing your core business.
- An onsite team of Dining Service Directors (DDS's) that are all certified food service professionals with ServSafe, Allergen, and other leading industry designations such as the Certified Food Protection Manager Certification Program (CFPM), and who will continue to receive monthly training.
- A dedicated Indiana-based Operations Support Manager with a Certified Dietary Manager (CDM) certification to provide backfill coverage during absences, provide additional project support, and to conduct ongoing safety and sanitation audits at the hospitals.
- Patient Satisfaction — By using our internal Survey and Comment Cards, we can gather valuable feedback from your patients and be nimble in operational and menu changes to address any requests or concerns.
- Proactive Joint Commission audit preparation training with all Cura DDS's having completed two training modules by October 2024, with a Cura Vice President experienced in preparing hospital dietary teams for Joint Commission audits.
- Completion of IDDSI Diet training with Corporate Chef Jason Clark in August and September 2024 by all Cura Directors of Dining Services (DDS) to ensure high levels of audit compliance;



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assessment of each hospital's foodservice operation for readiness to implement Cura's proprietary '**Pureed Creations**' Program to elevate the plate presentation, palatability, and patient dignity for all patients participating in a texture diet program. Ongoing annual training will occur, as well.

- The fiscal '25 fall launch of Cura's proprietary '**Completely Satisfied – BH**' at all ISPHN hospitals - a service staff training program to enhance Cura employees' interactions with behavioral health patients, providing guidance on hospitality standards for behavioral health settings.
- A visible, engaged, and responsive Cura Leadership Team: Weekly calls for the DDS's with each other to collaborate and share best practices, ongoing Quarterly Partnership Reviews (QPRs) with FSSA Director of Operations, Jeff Wedding, Cura VPO, Jen Bonilla, and Cura Client Partnership Director, Jon Norris, and the initiation of QPRs with all hospital Assistant Superintendents and Cura DDS's. In addition, I would be delighted to participate in an Annual Partnership Review with your leadership team at the conclusion of each fiscal year, so we can review successes and challenges and collaborate on needs for the new fiscal year.
- Ongoing support of Cura National and Regional Registered Dietitians BreAnne Smith, Kate Munson, Beth Letter, and Christy Drews – bringing creative menu ideas to the hospitals with semi-annual seasonal changes, and collaboration with State dietitians on any dietary concerns.
- A fiscally-responsible bid — Cura has prepared a highly competitive proposal that provides a lower cost program, made possible by a strong Minority, Women and Veteran Business Enterprise (MWVBE) component exceeding State targets at 25% of the TOTAL BID. This includes an investment in kitchen equipment, preventive maintenance and procurement services valued at 4% of the TOTAL BID and secured through a Cura partnership with a certified Veteran vendor.

We would be pleased to meet with your Procurement team to elaborate on Cura's unique qualifications in continuing to elevate the ISPHN's patient dining experience through experience, innovation, and dedication to patient safety. Thank you for your consideration.

Warm regards,

DocuSigned by:

Trish Spellman

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Trish Spellman

President

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