

Eric West, MBA, DTR

Professional Experience

Arkansas State University, Assistant Professor of Dietetics, July 2019 - Present

- Instruct management courses as pertaining to the foodservice industry
- Instruct nutrition courses including Basic Human Nutrition, Nutrition Through the Life Cycle, Infant and Child Nutrition, Nutrition Research, Food Chemistry, Food Science, Nutrition Education, Nutritional Biochemistry, Quantity Foods, Community Nutrition, and Food & Society.
- Oversee foodservice and community practicums in a multitude of field locations for students ranging from school foodservice to acute care and long-term acute care facilities.
- Assist in the advising of the Student Nutrition and Dietetics Association (SNDA).
- Participate in varying research endeavors with interdisciplinary involvement.
- Pursue individual research endeavors pertaining to behavioral profile identification and intervention techniques, food safety and sanitation, early childhood nutrition interventions, and dietary protocols.
- Assist colleagues in curriculum changes and required documentation/reporting for accreditation.

Compass Group: Morrison Healthcare – Assistant Director of Food & Nutrition, June 2018 – June 2019

- Oversee all patient services and retail operations.
- Work directly with Patient Services Operational Lead to ensure quality in patient dining, experience, and satisfaction.
- Work directly with Retail Operational lead to ensure proper signage, displays, pricing, planograms, and workflows are in place to optimize retail sales and customer experience and satisfaction.
- Oversee process improvement operations for patient services and retail operations.
- Update and maintain the accounts internal website to display current menu, events, and information for the facility.
- Assist the Director of Food & Nutritional Services with daily financial reporting, strategic planning and implementation, and operational goal achievement and development for the department.
- Continue to serve on all boards and committees listed in previous position held within the company.
- Serve on the NEA Baptist KATA Shepherd's committee to assist other departments in achieving KATA related process improvement goals and challenges.
- Assist in new account openings with either a new hospital construction or newly acquired account.

Compass Group: Morrison Healthcare – Patient Services Manager, January 2015 – June 2018

- Responsible for overseeing adherence to dietary guidelines for meal services for all patients daily.
- Work collaboratively with the Chief Clinical Dietitian to ensure all diet restrictions are being properly maintained and patient safety is upheld.
- Manage, delegate tasks, schedule and responsible for a team of 14 employees and five additional supervisors.
- Responsible for interviewing, hiring, and reporting incidents/disciplinary actions within the Patient Services subsection of the department.
- Work with a series of interdisciplinary teams of healthcare professionals (HCAHPS committee, Facility Falls committee, Employee Activities Committee and Morrison Regional Patient Satisfaction Council) to focus on, and increase, patient satisfaction within the facility and the Baptist Healthcare Hospital System.

- Proficient in the needed software for diet ordering and patient meal selections (Easy Touch and Computrition).

Compass Group: Morrison Healthcare – Retail Manager, April 2014 – January 2015

- Responsible for creating promotions in order to drive sales, increase interest in seasonal fruits/foods, and promote wellness and general nutrition education.
- Work collaboratively with peers and the Executive Chef to promote and sale specific menu items that fit into the seasonal displays and dishes.
- Manage, delegate tasks, schedule, and responsible for a fluctuation of 8-14 employees.
- Oversee the day-to-day retail operation of the department, including: cash handling, deposit preparation, change order preparation, daily sales reporting, product ordering, and product placement within the operation to evaluate maximum exposure and increase sales
- Responsible for the interviewing, hiring and reporting incidents/disciplinary actions within the Retail subsection of the department.

Education

University of Bridgeport – Doctor of Health Science – Current; Expected Graduation May2023

- Clinical Nutrition Concentration
- Healthcare Clinician Concentration

John F. Kennedy University – Master of Business Administration, June 2019

- Healthcare Administration Concentration

Arkansas State University Jonesboro, Arkansas - Interdisciplinary Studies, December 2010

Black River Technical College Pocahontas, Arkansas – Associate of Applied Science Dietetics, May 2014

- Program completion with distinction
- Dietetic Student of the Year Award – 2012-2013
- Dietetic Club Historian – 2012-2013

Black River Technical College, Pocahontas, Arkansas – Certified Dietary Manager Certificate, May 2013

- Program completion with distinction – 4.00 GPA

Publications

Pilot Study Towards a Behavioral Profile Approach to Nutritional Interventions

Interdisciplinary Insights: The Journal of St. Leo University's College of Education and Social Services, December 2022

Evaluating Strength Gains Using Blood Flew Restriction and Myofascial Release Annals of Physiotherapy and Occupational Therapy, March 2022

Presentations

Poverty Simulation: Addressing Poverty Invoked Health Disparities from an Interprofessional Approach
Interprofessional Education Collaborative National Virtual Poster Fair, November 2022

The Inclusion of Manuka Honey in Post-Bariatric Surgery: A Novel Dietary Protocol
Arkansas Academy of Nutrition and Dietetics State Conference, April 2022

Evaluating Strength Gains Using Blood Flow Restriction and Myofascial Release
American Physical Therapy Association Combined Section Meeting Conference National Poster Presentation, February 2022

American Physical Therapy Association Arkansas Tri-State Meeting Poster Presentation, October 2021

Using Job Instruction Methodologies in the Classroom to Breakdown Concepts and Theories
National Institute for Staff and Organizational Development Innovation Abstracts, September 2020

Combating Common Nutrient Deficiencies and the Impacts They Hold on the College Student Population
National Institute for Staff and Organizational Development Conference, October 2020

Institutional Committees

- Arkansas State University Student Disciplinary Committee Chair 2022-Current
- Arkansas State University Faculty Achievement Award Committee Member 2022-Current
- College of Nursing and Health Professions Research Committee Member 2020-Present
- College of Nursing and Health Professions Recruitment Committee Member 2021-Present
- College of Nursing and Health Professions DEIB Committee Member 2021-Present
- College of Nursing and Health Professions IPE Committee Member 2020-Present
- College of Nursing and Health Professions Infection Control Committee Member 2020-2021
- Coordinated Program in Dietetics Admission Committee Member 2019-Current
- Coordinated Program in Dietetics Curriculum Committee Member 2019-Current
- Coordinated Program in Dietetics Advisory Board Member 2019-Current
- Coordinated Program in Dietetics Remediation Committee Chair 2022-Current

National Committees

- Commission on Dietetic Registration Appeals Committee Member 2021-Current
- Commission on Dietetic Registration Precedent Creation Task Force Member 2022-2023

Organizations

- Academy of Nutrition and Dietetics, member 2014-Current
- Arkansas Academy of Nutrition and Dietetics, member 2014-Current
- American Nutrition Association, member 2020-Current

Additional Skills & Achievements

- Microsoft Office program (Excel, Word, PowerPoint, Access)
- TWI (Training Within Industries) Certified Trainer
- TWI (Training Within Industries) Train-the-Trainer Certified
- ServSafe Certified
- ServSafe Certified Instructor and Exam Proctor

- Experienced KATA process improvement Learner, Coach, and 2nd Coach
- Experienced KATA process improvement ‘Shepherd’s Group’ member
- 2016 Arkansas Academy of Dietetics and Nutrition Registered Dietitian Technician of the Year
- Morrison Healthcare Project Readiness Leadership completion 2016-2017
- Harvard Manage Mentor Establish Manager Path completion 2017