

MONTEFIORE

PROPOSAL TO JOHN CARROLL UNIVERSITY NONPROFIT ADMINISTRATION PROGRAM

Agency Summary:

Founded in 1882, Montefiore boasts a 131-year legacy of providing compassionate, high quality and innovative care to seniors and other community members in need. Our mission is to provide for a comprehensive system of support services related to healthcare needs and the aging process. Guided by Jewish values, Montefiore is dedicated to a standard of excellence and personalized care, enabling individuals to live with dignity and security and as independently as they are able.

With facilities in Beachwood and Chagrin Falls, Ohio, as well as through our outpatient rehabilitation and home care services, our primary constituency lives in the surrounding Cleveland area. Montefiore's Beachwood campus offers a full range of healthcare services including long-term and post-hospital care, home health care, dementia special care, palliative and hospice services. The Weils campus in Chagrin Falls offers an active senior living community with assisted living services, a rehabilitation pavilion and memory-care services

Vision:

To be recognized as the center of excellence for promotion of wellness, innovative treatment and care of illness, and attainment of the highest possible quality of life for the aging community.

Expected Outcomes:

Montefiore would like to utilize the JCU Capstone Program to research and recommend management strategies to influence and support a change in culture within our organization. The short-term project would identify leadership behaviors and success factors to support change and sustainability going forward. Students would research and recommend change theories and methodologies to influence behavior change. This project would support the agency's strategic goal of excelling in rehab services and memory care across the continuum, and be recognized as the provider of choice in these areas.

The outcome of this collaboration is to increase the overall resident and employee satisfaction within agency.

Goals:

Research and recommend effective strategies for culture change that drive and reinforce patient centered care, resident satisfaction, and employee satisfaction.

Objectives:

1. Research and recommend a change management implementation plan
2. Define the behaviors and attitudes employees need to adopt in order to exceed resident and family expectations
3. Assist team to identify and implement a reward and recognition strategy to reinforce the culture change plan
4. Help define leadership behavior and philosophy needed to reinforce, reward, and recognize positive change

Expected Deliverables:

Expected deliverables include a culture change implementation plan, as well as identifying leadership plans to reinforce within Montefiore.

Montefiore has worked with students in recent years and to date. We welcome innovative, creative students to contribute to our work and dedication to serve our seniors at Montefiore.

For additional information, please visit <http://www.montefiorecare.org>

We thank John Carroll University to present this proposal to work together in serving others.