



Best - Practice 3rd Age Health and Care

... defined

In our view, Best-Practice (-care and medical attention) is a matter of **definition** (what is meant by "Best-Practice"), **content** (the rules you go by) and **maintenance** (how to keep up the good work).

Here is how we see this:

Our definition of Best- Practice:

"To consistently attain at least 20% better quality-scores in comparison with similar institutions (measured with the same or comparable outcome measures), in results of what we deliver, in efficiency and in satisfaction (of clients, referrers and personnel)"

In order to provide a truly Best- Practice system of care, housing and medical rehab, we need a set of critical norms and values.

All the co-workers in our organization will abide by the following fundamental

(Seven) Core-Values ... and (Five) Core-Attitudes

(in random order; please refer to our Manifest for a detailed description):

Core – Values:

Quality
Respect
Friendliness
Commitment
Efficiency
Cordiality
Solidarity

Core – Attitudes:

Fun! to be Pioneers
Outside-the-Box
Never Good Enough
Innovative
Can- Do, Will Do



Copy freely, provided: add if you wish, but do not alter
always leave this logo & text in place

To Secure and Maintain Best - Practice:

How will we secure and maintain these elevated qualities and values in our daily practice? By developing, and then constantly improve a **rigorous quality management system**.

The Mendel Foundation is developing a revolving training (a "Carrousel" with modules, that each and every co-worker in our organization will start their career with us with and then repeat every now and then) that enforces the seven principles and core values (the "training cycle Attitudes and Values"), and an organization-wide system of motivation and empowerment that will enable co-workers to keep up those principles in their daily work "on the floor".

The Mendel Foundation will use a core set of practical outcome and satisfaction measures on the level of disability and independence as well as satisfaction (with clients and families as well as with co-workers).

- * **efficiency:** functional and/or emotional improvement divided by the costs to attain those improvements;
- * **quality:** e.g., the actual attainment of top scores in each and every one of our seven "core-values" and our five "core attitudes";
- * **satisfaction:** among those who receive our services, as well as those who refer them to us, and our co-workers.

As soon as we have our first service up and going, we will apply those measures and publish them every three months, making them available to any interested party on our webpage.

Contact:

Armand C. Hagedoorn, Psychiatrist
founder, general- and medical director

Churchillaan 654
4532JB Terneuzen, Netherlands
ACHg@mendelfoundation.org
31 6 22598377



www.mendelfoundation.org



Copy freely, provided: add if you wish, but do not alter
always leave this logo & text in place