

the



Mendel Foundation

the Know & How of a Blissful 3rd Age

Manifest

Juli 2011
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Purpose

The Mendel Foundation has as its purpose, the development and delivery of a complete system of “Best- Practice 3rd Age Health and Care” for (still healthy and not-so-healthy-anymore) individuals “in their third age”.

Our interpretation of “Best-Practice”:

the systematical development, delivery and continuous improvement of our evaluation, counseling and care, to consistently attain at least 20% better outcome results than similar providers of the same services.

Structure

The Mendel Foundation is a not-for-profit foundation; we develop the system, the protocols and “manuals”: what should our “Best Practice” Care and Treatment entail?

At the same time, the Mendel Foundation makes sure to take the system to practice, at a consistent “Best-Practice” level (i.e. by certification of collaborating institutions and professionals).

Partners and Professionals

Partners (our “Clients”) and Professionals make, under very simple provisions, freely use the entire system of the Mendel Foundation.

They pay one inscription fee, and then a small monthly fee.

The provisions and the fees will be proposed every year and then confirmed at the yearly assembly of the Mendel Foundation.

Our “7 Core - Values”

In order to be able to deliver our services at a truly highest-quality level (“Best - Practice 3rd Age Health and Care”), we feel that mature norms and values are essential.

Every individual in our organization will, in everything we do and develop, attain to the following Core Values:

Quality:

We develop, maintain and improve a rigorous quality measurement system (all activities will be measured in goals and their outcomes; *“set goals and proposals in measurable units, time and responsibilities – and attain them”*; *“promise what you can deliver and then try to deliver even better”*; and: *“Can it done Better? How would **you** do that?”*).

Respect:

For our partners and their “Significant Others”: we will get to know and show genuine interest in the history, norms and values of every individual; we will always address the issues that matter to our partners as one of our very highest priorities.

Respect also applies to the way we see and treat each other within our organization: in knowing and respecting each others’ knowledge and abilities (and weak spots), each others’ values; and preferences and resistances.

This implicates a solid individual basic self-respect and confidence, and certainly an optimistic attitude as well.

Dedication:

To go much further than the usual or generally accepted: in the way you empathize, the way you look for reasons, deeper causes and of course solutions for any challenges; to question oneself continuously if the delivered services are as adequate as possible - or how they can be improved.

Friendliness:

A continuous effort to make the other feel welcome and respected.

Being friendly doesn’t mean being submissive; assertively and friendliness are complementary to each other.

Efficiency:

Everything we do and deliver needs to be efficient: we have essentially limited resources!
We also need to be efficient in terms of delivering results as quickly as possible: the longer we take, the more chances for complications and other unwanted effects we have. Being proactive and enthusiasm are synergic.

Cordiality:

Business-like, but not distant; attentive, but not intrusive; a sense of belonging, but not "sticky".

Solidarity:

A continuous effort to make partners feel confident that we identify with their needs, and that we will put in every effort to find the best possible solution.

... and our 5 Core - Attitudes

All people working in (and with!-) our organization(s) will, by nature, show the following core-attitudes:

Fun! to be Pioneers ("Mendeleers")**Outside-the-Box**

accustomed to think and act outside established patterns and practices;

Never Good Enough

With everything we do, we will continuously question ourselves and each other for possible improvements;

Innovative

We embrace with enthusiasm all conventional and non-conventional ways to improve the health and quality of life of our partners and colleagues;

Can- Do, Will Do

We address, in our thinking as well as in our actions, all issues that come our way with an attitude of "let's fix that".

In order to maintain these Values and Attitudes, we develop a training cycle (a "Carrousel" with several modules, that each and every coworker attends and repeats periodically) that enforces the seven principles and five values (the "training cycle Attitude and Approach"), combined with 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".

Driven by (constantly measured) Results

Everything we do is result-driven and continuously measured: from documents to meetings, from appointments to the results of counseling and treatments, from annual plans to annual reports.

All major developments (at least those with a budget > € 1000.=) only proceed if a "Business Case" (following a minimal framework: see our website) is developed and approved by those involved.

We use internationally renown and -comparable outcome measures and we will publish them at least four times per year..

Public

All individual protocols and procedures are freely available on our website. We just put as condition that the documents are not altered, and that our website is always mentioned as the source of the document, if it is used elsewhere.

Three Languages

All documents, protocols and procedures will be produced in three languages: English, Dutch and Spanish.

Presentations will be presented in English, preferably.

Commitment of all partners and professionals

Every professional working with the Mendel Foundation, as well as every participating partner, will formally commit to the full content and nature of this document.

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