

## Mid-Year Report

Grantee: Friends House Retirement Community

People present: Ann Derby, Phil Burkholder

Date: 9.23.21

Project: Montessori Inspired Living

What problem was being addressed? Improve services for people with dementia

What actions have been implemented? Engaged Monarch Pathways, began working with leadership staff, conducted Gallup Q12 employee poll, starting to work with staff on identifying areas of change and how—most noted communication, esp. between RNs and GNAs.

What went right? DON left, got new one who really supports the program. New ADON soon. Good support from board. Better scores on Gallup Q12 than expected.

What went wrong? Staff changes slowed things down.

What surprises did you encounter/what was serendipitous? Staff were enthusiastic early, now need to do the work. Good feedback from consultants about the culture here.

How are you measuring effectiveness? Staff retention, census healthcare, quality measures

What changes will you make in the remainder of the year? May be able to ramp up faster. On target for bronze certification, may do better, may become training community for others.

Are there other ways FFA can support your efforts?

Notes: Gallup Q12 is great tool to assess several departments separately. Have shared with each dept. If you had to work on one of these issues, what would you pick—department decides. Consultant Gary is working with managers on creating plans. Supports bottom to top input, respect, listening, communication, sense of meeting. Leadership learning how to lead differently—appreciative inquiry. Staff is very diverse-layers of larger culture at play. Build trust that voices will count. Shows investment in staff. Will do Q12 again in May/June and annually.

Phil seems to really get the underlying Quaker values in this community and have a vision of where he wants to see this community going forward.

