

CASE STUDY

HEALTH CARE

OPPORTUNITY:

Acknowledge the career choices and care commitment made by health care workers in a senior / dementia / hospice environment and assist all to move from care-of-the-body through and to care-of-the-spirit-and-soul through the practicing of Authentic Hospitality.

SOLUTION:

Morrissey Hospitality Companies was approached to introduce the “next level” of patient care in a senior facility and/or home health care and hospice environment. This was accomplished by identifying tasks that are typically performed by some (but not necessarily all) staff, producing corporate directed standards of performance that are easily achieved by all, resulting in a consistent hospitality experience for co-workers, patients, and their friends and family. Throughout the training, a mixed media of conversation, questions and videos were used to reinforce existing behavior and establish new standards to be used in the future at each of six health care and three staff deployment offices for hospice care.

