



**Drive outcomes through culture,
Improving the resident & staff experience.**





We Create Solutions That Work.

DRIVE is a consulting and coaching company committed to helping senior living and healthcare organizations build a high-performance culture. We DRIVE your company forward by improving the patient, resident and staff experience to create an organizational culture that consistently delivers desired business results.

Recruitment and retention. Dissatisfied customers. Disengaged employees. These are the things most clients say keeps them up at night. At DRIVE, we help you attract the right people and then motivate them to perform at their highest level, allowing you to reach your organizational targets.

We help you attain these outcomes by developing customized solutions designed to drive positive change. We've helped numerous for-profit and not-for-profit organizations throughout the country meet their business goals, enhance census and improve the bottom line by focusing on people – staff, patients and residents – because we believe success starts with empowered employees, strong leaders and engaged residents.

The staff experience is a critical component to person-centered care. Our strategic insight, proven methods and expertise enables companies to welcome the voices and choices of their staff in a way that will help them achieve enhanced resident and patient satisfaction, and deliver the powerful strategic outcomes they want.

Quite simply, we DRIVE outcomes through culture.

The DRIVE Difference

Why engage with DRIVE?

Experience. We only hire team members experienced in operations or who are experts in their respective fields. We bring real-world experience to the table. We're doers, not theorists. This wealth of knowledge gives us unique perspective into the strategies that work and those that don't work.

Expertise. We have a wide range of expertise. We've worked with large not-for-profit, small for-profit organizations and everything in between. We know what works so we can provide you with a valuable perspective that takes advantage of your unique situation, rather than a one-size-fits-all approach.

Sustainability. We focus on helping you make the most of your financial commitment. We know there's nothing worse than starting a new program that falls apart after a few months. We help you move forward with realistic changes and put the necessary steps in place to ensure the changes we make together stick.

Enhance Your Resident Experience. Boost Your Bottom Line.

Our Organizational Assessment

DRIVE's proven Organizational Assessment helps your organization achieve its full potential by showing you -step by step – how to create goals.

The Why:

Struggling to keep census consistently high? Wondering how you can attract and keep the “right” employees? Create an environment where residents thrive, family and community members enjoy visiting and employees love coming to work. We'll show you how.

The How:

We use a four-step approach to organizational development that will excite and inspire a transformation within your organization. We help create an environment of strong, motivated leaders and engaged employees who embrace new opportunities, align strengths with organizational goals and sustain meaningful change. It is a solution that works.

Awaken: Reflect on each person's contribution to organizational culture

Assess: Review strengths, identify opportunities

Align: Ensure processes support goals

Anchor: Achieve established goals and sustain the changes

The Results:

When clear goals are combined with consistent measurement and aligned behaviors, results start to come. Momentum takes over... success leads to more success.

The Result:

When clear goals are combined with consistent measurement and aligned behaviors, results start to come. Momentum takes over—success leads to more success. Research shows the following outcomes in employee and resident focused organizations.



*Based on Commonwealth Fund & Gallup Inc. research

A photograph of two women, likely healthcare professionals, smiling warmly. They are wearing white lab coats. The background is a solid, vibrant green. The image is overlaid with a semi-transparent green filter.

“Our quality measure ratings improve by an average of one star per center and our average daily census increased by 2% points.”

– Ken Keegan, VP of Operations
Atrium Health and Senior Living East

DRIVE Talks

People in senior living are exhausted from all the daily challenges thrown at them. Now, more than ever, it's crucial to engage a speaker that can motivate and fire up the audience! We can help re-energize your group! DRIVE offers a wide variety of customized, engaging keynotes, presentations and workshops. Every presentation is:

Compelling. We capture interest with an attention-grabbing start.

Real. We tell stories and offer real life examples that make the concepts understandable and realistic.

Inspiring. We motivate participants to use what they have learned, instead of leaving with a list of "To Do's" that never gets done!

Executive Coaching

Our group and one-on-one coaching focus on linking vision and outcomes with action. For decades, research has shown that strong leadership skills can be learned... On each call we'll focus on improving those learnable skills by setting concrete goals to help leaders achieve both personal and organizational objectives.

Online 360 Leadership Assessment

Our online 360 leadership assessments are designed to support and enhance leadership behaviors. By using the self and observer assessment, research shows it's possible to become a stronger leader both at home and at work. This assessment is administrated by a third-party. Following the 360 leadership assessment we schedule a coaching session to discuss results and to set personal leadership goals.

Team Retreats

Team retreats are a great way to awaken staff. We offer several types of team retreats. Retreats can be scheduled to meet the needs of any specific organization or association. Depending on the scope of work, we can develop half-day sessions, full-day retreats or multi-day retreats. We focus on the core concepts of communication, team building and promoting a culture of innovation, while customizing our approach to unique needs.

“The DRIVE presentation really connected our members ... Most importantly, the presentation gave them something tangible to bring back to their organizations to enrich the lives of their residents.”

– Mag Morelli, President, LeadingAge CT

Our Team

We are a team of committed, motivated and experienced professionals who know how to accelerate and DRIVE achievement. Our shared vision of “creating a better world for those who live and work in healthcare” is fueled by a true and deep passion for seniors.

To achieve continuous improvement and sustain quality outcomes, our team possesses expertise in a variety of areas including: hospitality, customer service, dementia, dining and mental health as well as operational and marketing effectiveness. Each member of our team helps to further our mission – and yours.

“Your team possesses the ability to dissect and distill complex problems and obstacles through a data driven and engaging process... Effective and fun, I would recommend your services without reservation. I literally would choose no other to improve quality, promote culture change or to create a best practice.”

– Ron Bucci, former Executive Director,
Waveny LifeCare, CT

Since our inception, we've inspired dozens of organizations to embrace change, see the possibilities and enjoy:

- **Better teamwork**
- **Better clinical outcomes**
- **Better financials**
- **Better life for patients and residents**



DRIVE Your Employees from Tired to Inspired!

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