



Mentor Protégé Program

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September 2024

PROGRAM INTRODUCTION

Overview

Cleveland Clinic's Mentor Protégé program supports business relationships between experienced partners and emerging businesses in the healthcare-built environment. Our program promotes growth, extends our local footprint, and sustains qualified suppliers in the healthcare market. Mentors train, network, and collaborate with protégés with guidance from Cleveland Clinic's Buildings + Design Team and through active participation on projects in the built environment.

If you are a new Cleveland Clinic supplier, you should have already completed the registration process through our supplier portal. As a registered supplier interested in doing business with Cleveland Clinic as a Mentor or Protégé supplier, you can begin doing business in accordance with the policies and procedures contained in the Project Requirements Playbook provided and linked to our website. As a potential Mentor or Protégé supplier, your company and its representatives are subject to adhering to policies and procedures. [Buildings + Design Project Requirement Playbook](#)



MISSION

To create and maintain a World Class healing environment for our patients, their families, and our fellow caregivers



VISION

We focus on transforming global healthcare design by providing a healing environment for patients, caregivers, and the communities we serve



MINIMUM CRITERIA

- Five (5) Years in Business
- Five (5) Employees
- Bonding Capacity
- Healthcare Experience preferred
- Insured (General Liability)
- Experience Modification Rate (EMR) = ? < 1.0 Safety Indicator

Diversity Categories

Businesses that qualify as diverse owned must obtain a third-party certification. Any third-party certifications acknowledging your diverse status are acceptable. Certified suppliers must renew their certifications when approaching expiration to ensure their diversity status is retained. If you qualify as diverse but are not certified, or if you have any questions regarding certification, please reach out to the Cleveland Clinic Supplier Diversity team for guidance and resources at supplierdiversity@ccf.org.

Our Supplier Diversity program ensures the dollars we spend and the partnerships we leverage drive economic impact throughout the entire business ecosystem. We strive to improve the economic health of the communities we serve – both directly and indirectly – by strengthening diverse suppliers through advocacy, education, and development opportunities. This includes businesses that are 51% owned and operated Minority Business Enterprise (MBE), Women Owned Enterprise (WBE), Lesbian, Gay, Bisexual, and Transgender Owned Businesses (LGBTQ+), Veterans / Service-disabled Veteran Business Enterprise (VBE/DVBE), and Historically Underutilized Business Zone (HUBZone). We also identify Small (SBE) and Disabled Owned (DOBE) Businesses.



SELECTION & ONBOARDING

Introduction

Cleveland Clinic's Mentor Protégé Program provides opportunities to emerging businesses to gain experience in the healthcare-built environment. Partnered with experienced businesses, protégé firms will have the opportunity to participate in various project phases while having access to Owner resources and others in the supplier eco-system.

Owner Champion

- A representative from Buildings + Design will be designated as main point of contact for the mentor and protégé throughout the process.
- Coordinates introductory call with mentor and protégé, reviews process and expectations.
- Collaborates with mentor and protégé to ensure all required information is provided.
- Provides overview of the Selection Checklist for protégé to complete.

Application Process

- Protégé Application [Click here](#)
- Mentor Application [Click here](#)
- Upon receipt and review of application, an Owner Champion will reach out to review application, outline the process with mentor and protégé, and set expectations for the Program.

Onboarding

- Owner Champion will orient mentors and proteges to the Cleveland Clinic and program. An introduction call or meeting will be scheduled at mutually convenient time to review overall application, acceptance into the program, and discuss matching process.
- Buildings + Design will review applicants annually and / or as capacity becomes available.
- Proteges will be contacted if they are placed on a waiting list pending next open opportunity.
- Champion will review progress with mentors and proteges on regular basis.



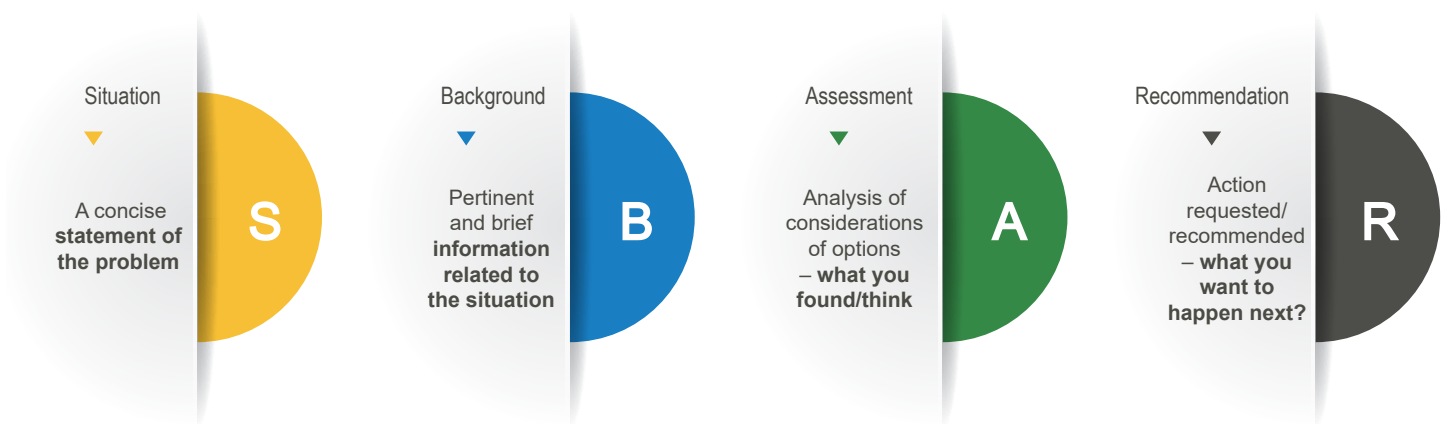
MANAGING THE RELATIONSHIP

Mentor & Protégé Check-ins

- Protégé completes survey monthly and reviews progress with Mentor and Owner Champion.
- Protégé completes Business Operations Metrics survey biannually and reviews with Mentor and Owner Champion.
 - Architect / Engineering: Business Metrics Survey
 - Contractor: Business Metrics Survey
- Annually, Protégé and Mentor will be evaluated by Owner Champion to assess progress and review next steps.

Communication

- Cleveland Clinic encourages communication as part of being a high reliable organization. We expect all business partners to communicate effectively and escalate appropriately to the Owner Champion. Program participants are responsible for working through issues prior to escalation. The Owner Champion will engage as necessary and, if appropriate, address with Buildings + Design leadership.
- At Cleveland Clinic, our goal is to deliver harm-free, high quality care to all patients we serve. As a high-reliability organization, Cleveland Clinic is preoccupied with potential failure points. We want to support a shared understanding of problems that have the highest priority for resolution. Collectively, we can implement proactive safety tactics to drive.
- SBAR (**Situation – Background – Assessment – Recommendation**) provides a structured framework for communication between members of a team. SBAR is best used when a decision or request is being made for a patient or project. Below you will find an example of how to use it:



- Should either party fail to fulfill its obligation to the Program, action will be taken to remove supplier from the program.
 - Mentor Dismissal from Program: Owner Champion will take steps to ensure protégé is matched with a new Mentor
 - Protégé Dismissal from Program: Owner Champion will take steps to ensure mentor will be matched with protégé applicant.



PROGRAM CONCLUSION & NETWORKING

Protégé Milestones

- Successfully complete program requirements within two years:
 - Protégé achieves **Meets Expectations** status of 85% or more of the Key Performance Indicators.
 - Protégé leads a minimum of three projects with positive project results.
 - No unresolved corrective measures.
 - Mentors and protégés provide performance feedback at end of the program.

Program Conclusion Ceremony

- Buildings + Design will host a conclusion ceremony on a regular basis to coincide with successful completion of program requirements. Protégés will receive a program completion certificate signed by Mentor and Owner Champion recognizing their achievements throughout the program.
- Mentors will receive a commemorative certificate to acknowledge their participation and partnership throughout the program.

Networking

- Suppliers are encouraged to participate in outreach and other connection opportunities provided by Cleveland Clinic, Buildings + Design.
- Program participants will have access to Buildings + Design team members and project opportunities. All participants are encouraged to continue partnering to provide Cleveland Clinic with best-in-class project delivery.

Appendices

- Appendix A: [Protégé Application Form](#)
- Appendix B: [Mentor Application Form](#)
- Appendix C: [Selection Checklist Questionnaire](#)
- Appendix D: [Monthly Survey](#)
- Appendix E: [AE KPI Survey](#) and [Contractor KPI Survey](#)
- Appendix F: [AE Business Metrics Survey](#) and [Contractor Business Metrics Survey](#)