

From Administrator to Neighbor: Finding the Heart in Senior Living

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The Administrator Who Became a Resident



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What the Residents Taught Me

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- Small moments matter most.
- Residents crave dignity, purpose, and connection.
- Listening matters more than fixing.
- People remember how you made them feel.
- Community is built through relationships.



Managing vs. Belonging

- People don't want to feel managed — they want to feel known.
- Are we creating communities or systems?
- Do residents feel seen?
- Do staff feel valued?
- Culture is created through everyday behavior.



Caring for the Caregivers

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- You cannot pour from an empty cup.
- Compassion fatigue and burnout are real.
- What fills your cup?
- What drains your cup?
- This work matters deeply.



The Legacy We Leave

The Legacy We Leave

- People may forget policies. They never forget kindness.
- What do you want residents and staff to say about your leadership?
- Did people feel safe, valued, and supported?
- Impact is the true measure of leadership.

Bringing the Heart Back Home



Bringing the HEART Back Home

- Slow down and notice people.
- Lead with empathy.
- Protect your passion.
- Celebrate small moments.
- Remember the privilege of this work.



“People will never forget how you made them feel.”
— Maya Angelou