We have adapted the RBC model to our agency by forming an overarching Unit Practice Council (UPC) comprised of staff from six work areas, and six functional RBC work teams Chaired by UPC Members.

The role of the UPC and RBC Teams is to plan, implement and continuously improve Relationship-Based Care by turning principles into action plans and behaviors, and to evaluate their effectiveness. The UPC serves to promote, educate and coordinate agency-wide initiatives. The six RBC Teams manage team-level initiatives.

The structure includes two-way lines of communication:

~UPC with Agency Administrators and Susquehanna Health Results Council
~RBC teams with Service Line Managers & through Co-Worker Communication Networks

Recognition Council is a collaborating group of co-workers who promote coworker recognition and social events within the agency.
**RBC Overview**

In 2012 Susquehanna Health Home Care & Hospice and Susquehanna Infusion became part of Susquehanna Health’s Relationship-Based Care (RBC) Initiative. RBC is:

- A philosophy of Patient-Family Centeredness
- A concept focusing on healthy relationships with self, patients/families and co-workers
- A model for organizing patient care for best outcomes and patient satisfaction by empowering staff to redesign roles and work systems
- A continuous improvement process
- A tenet whereby all individuals in the organization own the responsibility, accountability and authority for their work.


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**Commitment to My Coworkers©**

As your coworker and with our shared goal of excellent care to our patients, I commit to the following:

- I will accept responsibility for establishing and maintaining healthy interpersonal relationships with you and every member of the team.
- I will talk to you promptly if I am having a problem with you. The only time I will discuss it with another person is when I need advice or help in deciding how to communicate with you appropriately.
- I will establish and maintain a relationship of functional trust with you and every member of this team. My relationship with each of you will be equally respectful, regardless of job title, level of educational preparation, or any other differences that may exist.
- I will not engage in the “3 B’s” (Bickering, Backbiting and Blaming) and you not to as well.
- I will practice the “3 C’s” (Caring, Commitment, and Collaboration) in my relationship with you, and ask you to do the same with me.
- I will not complain about another team member and ask you not to as well. If I hear you doing so, I will ask you to talk to that person.
- I will accept you as you are today, forgiving past problems, and ask you to do the same with me.
- I will affirm your contributions to the quality of our work.
- I will remember that neither of us is perfect and that human errors are opportunities, not for shame or guilt, but forgiveness and growth.

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**RBC and You**

Your RBC Team is:

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Your UPC representative(s):

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Your team will include you in your area’s Communication Network which provides the opportunity for the Team to share information with you, and for you to share your thoughts and ideas with them.

**Welcome to Susquehanna Health Home Care & Hospice and Susquehanna Infusion!**