Relationship-Based Care Implementation

Leaders know the vision, act with purpose, remove barriers, and consistently hold patients, families and staff as their highest priority.

Achieving quality outcomes requires planning, precision and perseverance. It begins with defining specific, attainable and measurable outcomes and uses outcome data to continuously enhance performance.

A resource driven practice is one which maximizes all available resources, staff, time, equipment, systems and budget.

Teamwork requires a group of diverse members from all disciplines and departments to define and embrace a shared purpose and to work together to fulfill that purpose.

Professional practice integrates compassionate care with clinical knowledge and expertise. Professional nurses work collaboratively with all caregivers, disciplines and departments in the interest of patient care.

The patient care delivery system is the infrastructure for organizing and providing care to patients and families. The system determines the way in which the activities of care are accomplished and is built upon the concepts and values of professional nursing practice.

Relationships, systems and the physical environment contribute to the health and well-being for ourselves, our colleagues, and those we serve.
Relationship-Based Care (RBC) is a model of care that places personal relationships between caregivers, patients and their loved ones at the center of care delivery. This model provides a framework for organizing care, effecting change and transforming the cultures of health care institutions from depersonalized, schedule-driven systems into patient-centered sources of individualized care imparted within a caring and healing environment.

### Typical Implementation

#### Relationship-Based Care Leader Practicum
- Intensive seminar for small team of RBC leaders
- Leadership tools and project management strategies

#### Re-Igniting the Spirit of Caring
- Inspirational retreat for staff
- Connect with joy, meaning and purpose
- Caring for self, colleagues and patients

#### Leading an Empowered Organization
- Leaders prepared for shared governance
- Develop skills in accountability, healthy work environment, change leadership

#### Role Clarity & Work Alignment
- Process increases clarity of caregiver roles, professional practice, teamwork and delegation
- Outcome is alignment of work for patient-centered care using the skills of all caregivers

#### Status checks & Education
- Councils gather and report progress
- Inspires accountability, sharing of great ideas
- Targeted education and consultation

#### Formal Presentations & Implementation
- Each staff council presents their action plan to entire leadership team
- Go Live for 5 to 6 departments
- Celebration of excellent work of councils

#### Continuous Improvement & Sustaining
- Post implementation checks; report outcomes; re-inspire councils
- Leadership at the Point of Care

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**Shared Vision**

RBC selected by leaders as means to achieve mission, vision and strategic goals

**Organizational Assessment & Design**

- Appreciative assessment of strengths
- RBC Education and inspiration
- Design Implementation

**Council Orientations**

- Staff council orientation to steps of RBC and effective council process
- Results council orientation to their role in coordinating RBC and tracking outcomes

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Take the next steps

Our team of experts stands ready to get you started on your Relationship-Based Care journey. Our consultants have broad clinical and operational expertise as well as a deep commitment to improving health care. They have the passion and experience to inspire, direct and implement operational systems that will help you increase patient satisfaction and strengthen employee engagement.

For more information about our products and services, please visit: www.CHCM.com or call: 800-728-7766