



## Synopsis

The result of Creative Health Care Management's 25 years experience in transforming patient care, this book provides health care leaders with a practical approach for transforming their care delivery system into one that is patient and family centered and built on the power of relationships. Relationship-Based Care provides a practical framework for addressing current challenges and is intended to benefit health care organizations in which commitment to care and service to patients is strong and focused. It will also prove useful in organizations searching for solutions to complex struggles with patient, staff and physician dissatisfaction; difficulty recruiting and retaining and developing talented staff members; conflicted work relationships and related quality issues. Winner of the 2004 American Journal of Nursing Book of the Year Award.

## Book Information

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## Customer Reviews

"This book provides health care leaders with basic concepts for transforming their care delivery system into one that is patient- and family-centered and built on the power of relationships. Relationship-Based Care provides a practical framework for addressing current challenges and is intended to benefit health care organizations in which commitment to care and service to patients is strong and focused. It will also prove useful in organizations searching for solutions to complex struggles with patient, staff and physician dissatisfaction; difficulty recruiting and retaining and developing talented staff members; conflicted work relationships and related quality issues. The book is the result of 25 years of experience of Creative Health Care

Management, a nursing management consulting firm founded by Marie Manthey." --This text refers to the Digital edition.

chapter --This text refers to the Digital edition.

I find the book a good resource and full of valuable information. It isn't a book to read in a short while, as I found the information well researched and needing time to process the information. I would suggest this book for educators, administrators, management, resource persons. Very helpful information.

This model of healthcare is the ONLY one that will work in the current evolution of healthcare and third party payor reimbursement. Ms. Koloroutis does an eloquent job in discussing the importance of holistic care and transforming our current aggressive Western ideology with the mind, body, spirit and emotions attention so vital to healing the complete individual. A must read for nurses!

My hospital unit is starting an RBC group modeled after this book. Great book - gives a lot to think about.

Book was in perfect condition

Great book and superfast delivery. Exactly as promised!

much more than I was expecting

Am working with staff to incorporate ideas, values and attitudes into practice. Our region relies heavily on hierarchy and ukases (mandates) from administrators. It is difficult to extricate a hospital from that when you are not at the top!

Using for Dissertation! Love this book.

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