

Lynne Cunningham's  
Book Review

*I just read a great book that I think should be added to your Service Excellence Library.*

<b>Book</b>	<b><i>Relationship-Based Care: A model for transforming practice</i></b>
<b>Author</b>	Mary Koloroutis, Editor
<b>Pillar of Excellence</b>	Quality
<b>Publisher's Book Description</b>	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. <i>Relationship-Based Care</i> 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 <i>American Journal of Nursing</i> Book of the Year Award.
<b>LC Review</b>	A very good book about change in the health care environment. The examples are very nursing-centric – but that's certainly a key target audience for health care leaders. Several excellent tools with broad application.
<b>Page</b>	<b><i>Lynne suggests that you pay special attention to some of these features in the book.</i></b>
<b>vii+</b>	To transform specifically means to change the condition of what currently exists. Transformational change requires three things: <ol style="list-style-type: none"> <li>1. Leaders at all levels of the organization who are committed to change.</li> <li>2. Adoption by the organization of a methodology for the change it desires.</li> <li>3. Clear communication of goals – conveyed comprehensively and persuasively enough to inspire all who are actively engaged in the process.</li> </ol> 12 basic values assumptions build the transformation process: <ol style="list-style-type: none"> <li>1. The meaning and essence of care are experienced in the moment when one human being connects with another.</li> <li>2. Feeling connected to one another creates harmony and healing; feeling isolated destroys spirit.</li> <li>3. Each and every member of an organization, in all disciplines and departments, has a valuable contribution to make.</li> <li>4. The relationship between patients and their families and members of the</li> </ol>

	<p>clinical team belongs at the heart of care delivery.</p> <ol style="list-style-type: none"> <li>5. Care providers' knowledge of self and self-care are fundamental requirements for quality care and healthy interpersonal relationships.</li> <li>6. Healthy relationships among members of the health care team lead to the delivery of quality care and result in high patient, physician, and staff satisfaction.</li> <li>7. People are most satisfied when their roles and daily work practices are in alignment with their personal and professional values – when they know they are making a positive difference for patients, families and their colleagues.</li> <li>8. The value of relationship in patient care must be understood, valued, and agreed to by all members of the health care organization.</li> <li>9. A therapeutic relationship between a patient/family and Professional Nurse is essential to quality patient care.</li> <li>10. Patient experiences improve measurably when staff members “own” their own practice and know that they are valued for their contributions.</li> <li>11. People willingly change when they are inspired and share a common vision; when an infrastructure is implemented to support the new ways of working; when relevant education is provided for personal and professional development, and when they see evidence of the success of the new plan.</li> <li>12. Transformational change happens one relationship at a time.</li> </ol>
<b>4</b>	Relationship-Based Care (RBC) is comprised of three crucial relationships: care provider's relationship with patients and families, care provider's relationship with self, and care provider's relationship with colleagues.
<b>9+</b>	The 5 C's that support people's ability to engage in change: <ol style="list-style-type: none"> <li>1. Clarity</li> <li>2. Competency</li> <li>3. Confidence</li> <li>4. Collaboration</li> <li>5. Commitment</li> </ol>
<b>11+</b>	The Relationship-Based Care Model – <i>an excellent model of care that builds on relationships but includes patient safety, communications and culture.</i>
<b>14</b>	It is essential that the transformation of a health care organization be a team effort based on common vision, values, and anticipated outcomes. <i>The Relationship-Based Care model has Patient &amp; Family at the center and a Caring and Healing Environment encircling Leadership, Teamwork, Professional Nursing, Care Delivery, Resources, and Outcomes.</i>
<b>22</b>	Each chapter includes a Moment of Excellent. Each moment has been organized based on I <sub>2</sub> E <sub>2</sub> Inspiration – I <sub>1</sub>

	<p>Infrastructure – I<sub>2</sub></p> <p>Education – E<sub>1</sub></p> <p>Evidence – E<sub>2</sub></p>										
<b>62+</b>	<p>Transformational Leadership Cycle:</p> <ol style="list-style-type: none"> <li>1. Begin where you are</li> <li>2. Lead with purpose</li> <li>3. Create awareness</li> <li>4. Go with the energy</li> <li>5. Inspire a shared vision</li> <li>6. Learn by doing and reflection</li> </ol>										
<b>91+</b>	<p><i>Gettin' good players is easy. Gettin' 'em to play together is the hard part. Casey Stengel</i></p>										
<b>101+</b>	<p>There are four basic characteristics that are the foundation for all health teams:</p> <ol style="list-style-type: none"> <li>1. Trust</li> <li>2. Mutual respect</li> <li>3. Consistent and visible support</li> <li>4. Open and honest communication</li> </ol> <p>Commitment to My Co-Workers for Health Care Teams – <i>an excellent credo for health care teams.</i></p>										
<b>106</b>	<p>About Colleagues</p> <ul style="list-style-type: none"> <li>• Colleagues care for each other</li> <li>• Colleagues listen to each other</li> <li>• Colleagues treat each other with respect</li> <li>• Colleagues are “self-responsible”</li> <li>• Colleagues learn from each other</li> </ul>										
<b>109+</b>	<p>Doctor-Nurse Game: Comparison of the Old Rule and New Rules</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">FROM</th> <th style="text-align: center;">TO</th> </tr> </thead> <tbody> <tr> <td>Independence</td> <td>Interdependence</td> </tr> <tr> <td>Hierarchical relationship</td> <td>Collegial relationship</td> </tr> <tr> <td>Parallel functioning</td> <td>Team functioning</td> </tr> <tr> <td>Medical plan</td> <td>Patient's plan</td> </tr> </tbody> </table>	FROM	TO	Independence	Interdependence	Hierarchical relationship	Collegial relationship	Parallel functioning	Team functioning	Medical plan	Patient's plan
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	Resisting change	Leading change
	Competing	Partnering
	Indirect communication	Direct communication
<b>129+</b>	Six Practice Roles <ol style="list-style-type: none"> <li>1. Sentry</li> <li>2. Healer</li> <li>3. Guide</li> <li>4. Teacher</li> <li>5. Collaborator</li> <li>6. Leader</li> </ol>	
<b>202+</b>	Changing the Nursing Mindset <ol style="list-style-type: none"> <li>1. The RN accepts responsibility for deciding how the resource of his or her own time will be spent as he or she cares for assigned patients and families.</li> <li>2. Nurses accept that nursing work is never done until the patient leaves the unit.</li> <li>3. When the work exceeds the level of staffing, additional resources may not be the best answer.</li> <li>4. Resource allocation decisions proceed from an awareness and understanding of the patients' most urgent needs.</li> </ol>	
<b>257+</b>	Commitment to My Co-Worker Health Team Assessment Survey <i>This is an excellent survey in which the team member evaluates themselves as well as the team.</i>	
<b>Overall rating</b>	Excellent – a real resource, especially for nursing leaders	
<b>Publisher and Year Published</b>	2004	Creative Health Care Management
<b>Price</b>	\$34.95	Discounted on Amazon
<b>Recommended by</b>	Studer Group colleague Paul Grizzell	

*This book report is posted at [www.kristinepeterson.com](http://www.kristinepeterson.com). To read additional titles reviewed and recommended by Lynne Cunningham, visit The Reading Room – Lynne Cunningham Reports at [www.kristinepeterson.com](http://www.kristinepeterson.com).*