



Relationship-Based Care: A Model for Transforming Practice

Mary Koloroutis, Marie Manthey, Jayne Felgen, Colleen Person, Leah Kinnaird, Donna Wright, Sharon Dingman

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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.

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