Outcomes: Patients and Families

CREATIVE HEALTH CARE MANAGEMENT

Relationship-Based Care was noted by the CEO of McKee Medical Center as a key factor in being awarded the 2008 Premier Award for Quality as well as *Best of the Best* award within Banner Health system.

Faxton-St. Luke's Healthcare in New York was recognized by Reuters as one of the top100 hospitals making the greatest progress in improving hospital-wide performance over 5 consecutive years. Relationship- Based Care was the foundation for those improvements.

A research study of patients before and after implementing Relationship- Based Care using the Caring Factor Survey demonstrated improved scores in all 10 caring factors, 7 being statistically significant.

Every hospital assisted by our experts throughout their journey have succeeded in achieving Magnet™ designation.

A California medical center received the 2007 Press Ganey award for 'most improved hospital'. They cited Relationship-Based Care as a major reason for this recognition.

A nationally renowned east coast medical center achieved the highest patient satisfaction in their history by year two of implementing Relationship-Based Care. They are among the US News & World Report top 10 hospitals in America.

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Outcomes:
Employees and Work Environment

CREATIVE HEALTH CARE MANAGEMENT

Employee satisfaction moved from 14th percentile to 60th percentile after system-wide implementation of Relationship-Based Care at a New York health system.

A Michigan hospital reported annual nurse turnover declining from 16% to 3% after implementation of Relationship-Based Care.

"Since beginning our Relationship-Based Care journey, we've really come together as a team. Everyone feels involved and valued, which benefits the patients as well as us." ***Debbie Grant, VP of Nursing at Moses H. Cone Memorial Hospial, NC.***

Data from 3 research studies demonstrated that the "Re-Igniting the Spirit of Caring" workshop improved the work environment and job satisfaction of staff nurses.

Patient safety was dramatically improved as evidenced by reduced harm rate by year 4 of Relationship-Based Care implementation at Faxton-St. Luke's Healthcare, NY.

New York Presbyterian Hospital in New York reported that Relationship-Based Care improved employee satisfaction in all 14 variables on John Nelson's Healthcare Environment Survey as measured from year two to year three.

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