

Creative Health Care Management Client Outcomes

Impact of Relationship-Based Care (RBC)

Every hospital that has embraced relationship-Based Care has experienced an improvement in patient satisfaction scores.

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

A hospital in the Midwest saw their inpatient satisfaction move from the 9th percentile to the 94th, and received the Performance Improvement Leaders Award from Solucient Top 100 hospitals. The CEO and CNO cite RBC as one of the key things contributing to this success.

A labor union/management partnership in New York City funded 1000 nurses from 17 hospitals to attend the "Leadership at the Point of Care" workshop. The Healthcare Environment Survey showed improvement in all 13 variables relative to a healthy work environment.

Data from 3 rigorous studies demonstrated that the "Reigniting the Spirit of Caring" workshop improved the work environment and job satisfaction of staff nurses.

A health network in New York state was recognized by Reuters as one of 100 hospitals making the greatest progress in improving hospital-wide performance over 5 consecutive years. Relationship-Based Care was the foundation for those improvements.

A medical center was awarded 'best of the best' within their 22 hospital health system in the Western US which included receiving 7 of the 14 individual awards. The CEO attributed the achievement to RBC.

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

Hospitals regularly experience reductions in nurse turnover rate after implementation of RBC.