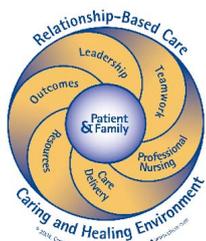


St. Joseph's Healthcare System is committed to providing a caring and healing environment, placing the patient and family at the center. The Relationship-Based Care delivery model accentuates caring and collaboration to address the unique care needs of each individual patient. This caring environment is truly successful when it includes a professional relationship among the healthcare team. Relationship-Based Care allows for, and encourages, the RN leader to organize a team of nursing staff and other healthcare providers to promote the caring and healing environment.



The Relationship-Based Care delivery model encompasses three important relationships:

- the care provider's relationship with patients and families,
- the care provider's relationship with self,
- the care provider's relationship with colleagues.

The Relationship-Based Care at St. Joseph's is implemented by:

- Creating interdisciplinary patient care partnerships that coordinate and provide patient services in a highly responsive and efficient manner;
- Establishing a therapeutic caring relationship with patients and families;

- Providing a variety of multi-skilled personnel to provide point of service care with minimal patient movement among units and service lines;
- Organizing and streamlining patient care planning and documentation to track patient care resource utilization concurrently, maximizing opportunities to impact positive patient outcomes;
- Ensuring patient and family satisfaction by increasing their participation and decision-making in the acute care setting and through consistent post-discharge follow up;
- Enhancing physician satisfaction by meeting expected patient outcomes and through interdisciplinary collaboration to in care delivery;
- Enhancing nursing satisfaction by empowering professional registered nurses in decision-making in an evidence-based practice environment;
- Measuring outcomes such as length of stay, patient incidents, and complications to evaluate effectiveness of care.

Click on the link below to find out more about our care delivery model, the Watson Theory of Human Caring and Relationship-Based Care, which we have highlighted during our celebration of the Million Nurse Global Caring Field Project.

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