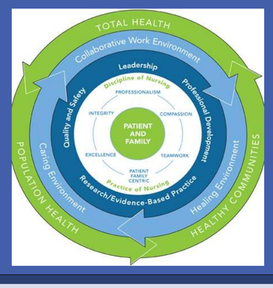
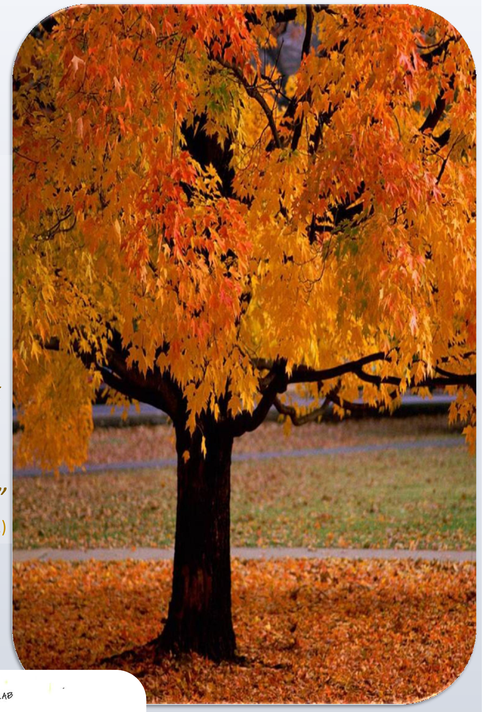


Our Journey to Excellence via the Path of Relationship Based Care

Melody S. Kulsic, MSN, PHN, RN

Kaiser Permanente Fontana Medical Center

Relationship Based Care



*"A primary purpose of Relationship-Based Care is to call forth the leader within each of us, creating an environment in which people take **ownership** for their work while contributing to the mission of the organization as a whole."*

Creative Health Care Management, (2011)

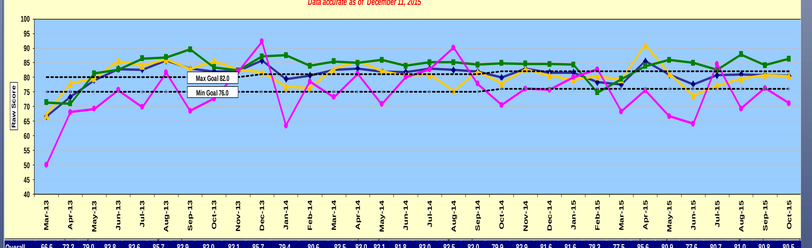
RBC is a celebration of what we do for ourselves, our patients, and our co-workers.

Everyone is a member of the team.
Everyone plays a very valuable role.

Patient Care Experience Results

HCAHPs: Dec 2011 YTD 66.8

Sep 2015 YTD 80.5



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