

Our Journey to Excellence via the Path of Relationship Based Care CALNOC



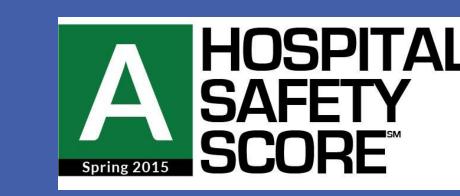




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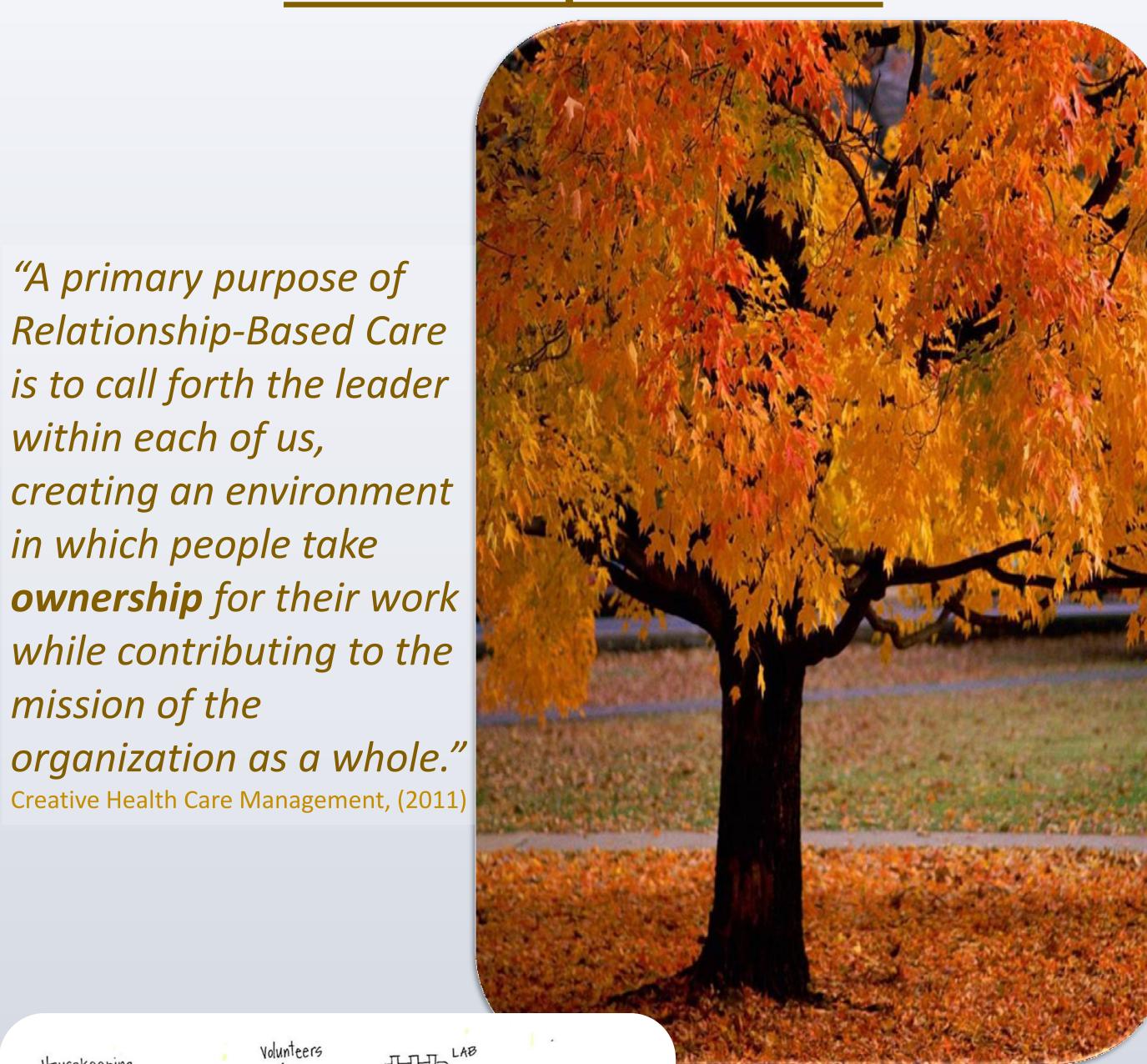


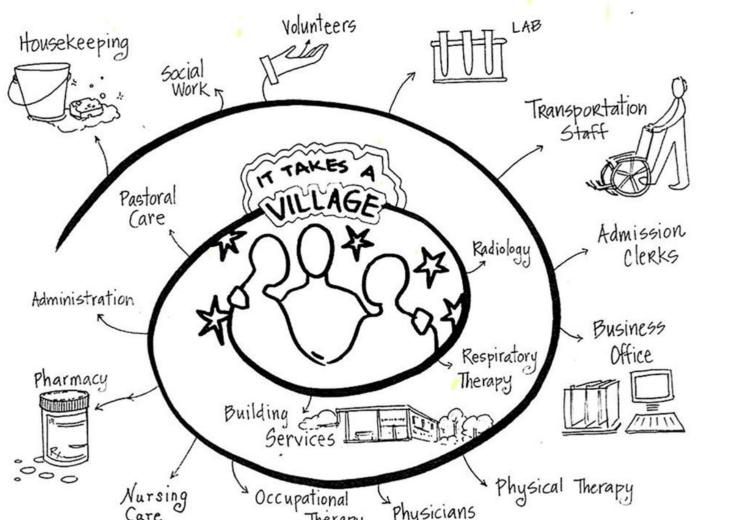




Relationship Based Care

"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."



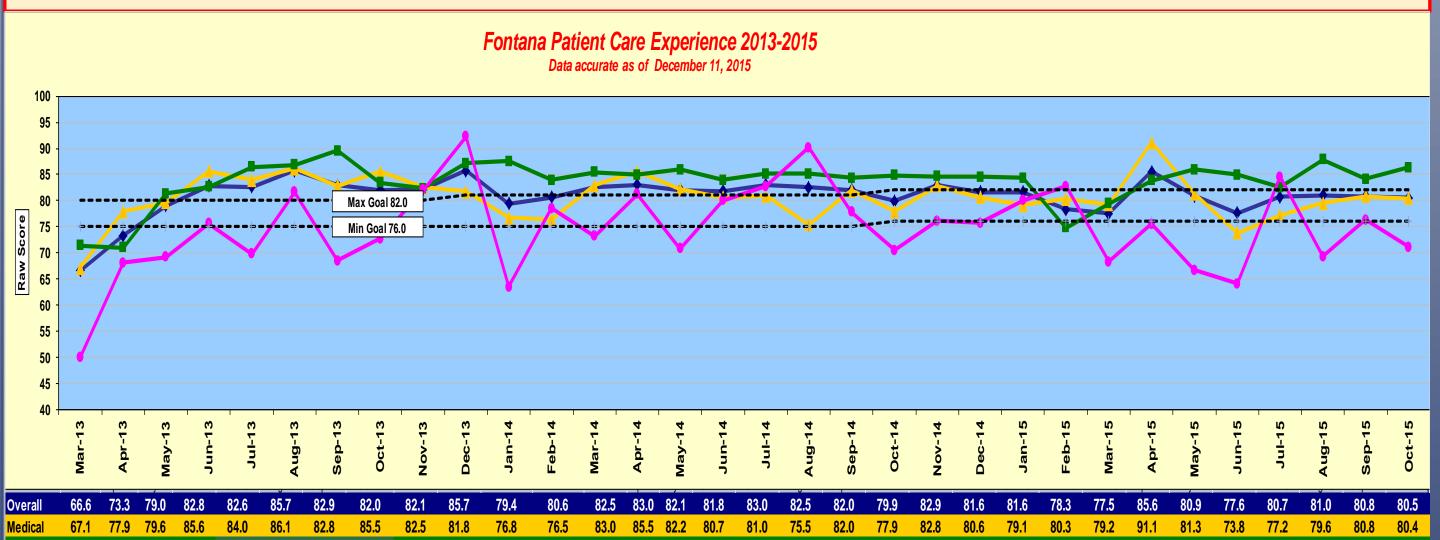


RBC is a celebration of what we do for ourselves, our patients, and our co-workers.

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

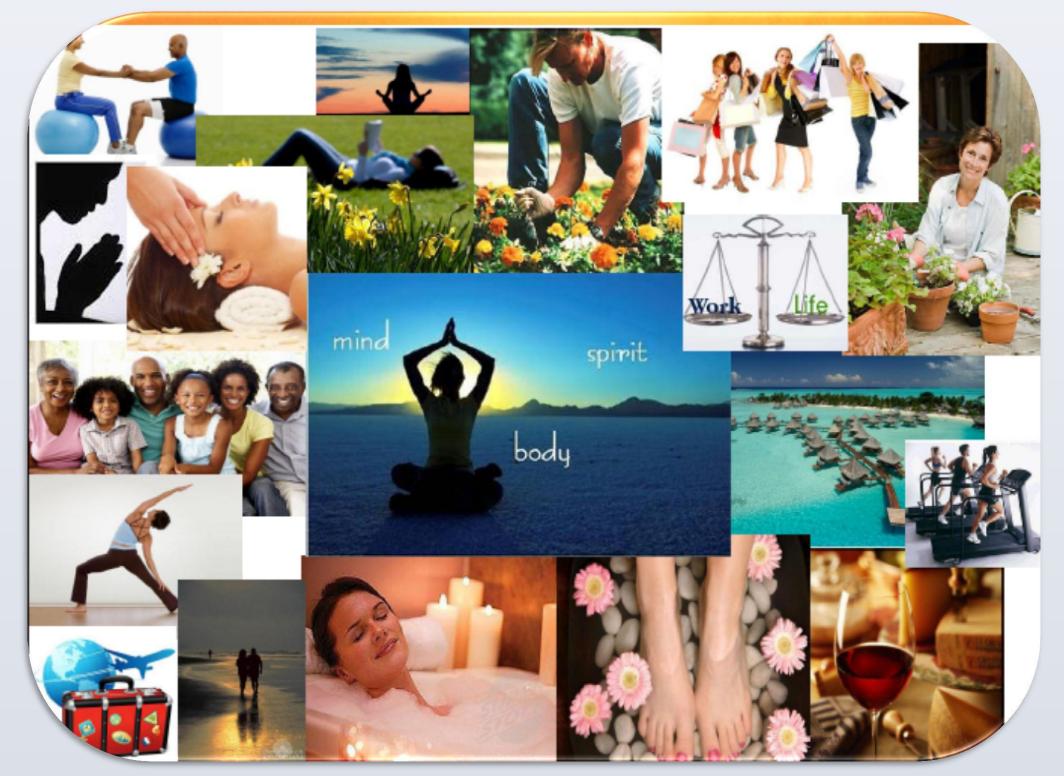


Three Key Relationships

RELATIONSHIP WITH SELF

- Self Awareness - Balance - Self Care

- Healthy Mind, Body, & Spirit



RELATIONSHIP WITH COLLEAGUES

- Mutual Respect - Trust - Open & Honest Communication - Consistent & Visible Support

Commitment to My Co-Workers



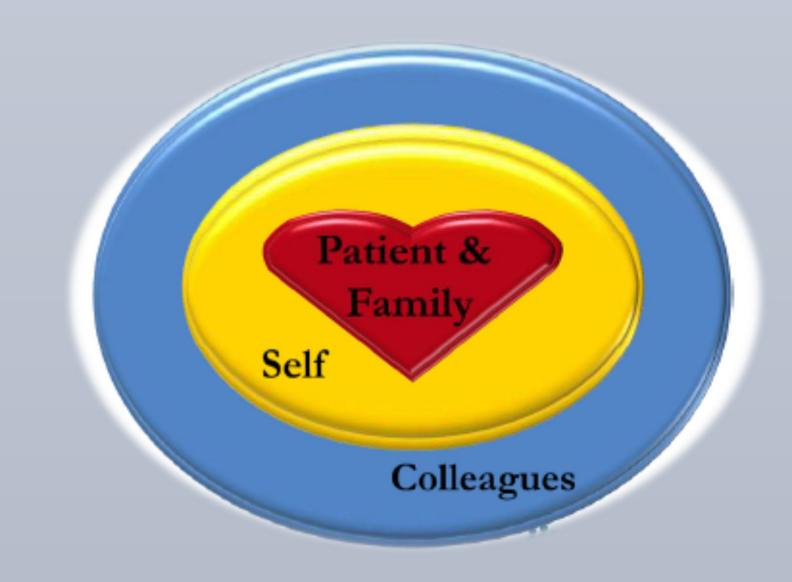
RELATIONSHIP WITH PATIENT & FAMILY

- Enabling / Informing - Doing For - Being There

- Knowing

-Maintaining Belief

Kristin Swanson: Five Caring Processes



EXTRAORDINARY PATIENT CARE, EVERY PATIENT, EVERY TIME CALNOC CALN®C arter Between Oct - Dec 2011 and Oct - Dec 2019 71 - Kaiser Permanente - Fontana : Total Facility Report Group : CALNOC (N=251) % of Pt. with Hospital Acq. Press. Ulcers Category San Bernardino County Hospitals KAISER PERMANENTE. CMS HCAHPS Stars Ratings Rational Service Quality (NSQ) # 1 Poor 2 Selox herage 3 Average 4 Above herage \$ Silcollent COMMUNITY HOSPITAL OF SAN BERNARDS ST BERNARDNE MEDICAL CENTER