Cohesive Team Relationship Produces Quality Patient Care

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**Background**
- Nurses provide care and maintain a healthy environment for patients and their families.
- A caring and healing environment makes Relationship-Based Care (RBC) possible.
- The relationships between the members of the health care team are built on mutual respect and commitment to each other.
- The ENT Ambulatory Care Center nursing team recognizes the importance of caring and the desire to help others.
- They give of themselves daily and are protective of each other.
- A healthy relationship among members of this team fosters the delivery of quality patient care.
- Tasks and relationships are balanced to maintain a therapeutic caring relationship with the patients and their families.

**Implications For Practice**
- The Relationship-Based Care model serves to transform and strengthen desired organizational outcomes including quality patient care.
- The ENT team exemplifies Relationship-Based Care which consists of three crucial relationships:
  1. Care provider’s relationship with patients and families
  2. Care provider’s relationship with self
  3. Care provider’s relationship with colleagues

**Nursing Vision**
- The team exemplifies the Jackson Health System’s nursing vision of providing world class care through innovation, collaboration and evidence based practice.
- Principles of caring and healing are captured in the therapeutic relationships among patients, families, and each member of the health care team.
- Teamwork and communication are an integral part of the standard of care.

**Relationship-Based Care**
- Each member of the team is expected to establish and maintain healthy interpersonal relationships with all members of the healthcare team.
- The bond among the ENT team members is strong because they are committed to their patients and each other.
- They are a high performing team of competent, caring and committed healthcare professionals.
- This Health Team has a unique opportunity to develop special connections with their patients, therefore a strong bond is developed, thus promoting the healing power of relationships.

**Conclusion**
Patient-focused relationships improve client outcomes and contribute to increased employee job enjoyment and satisfaction.