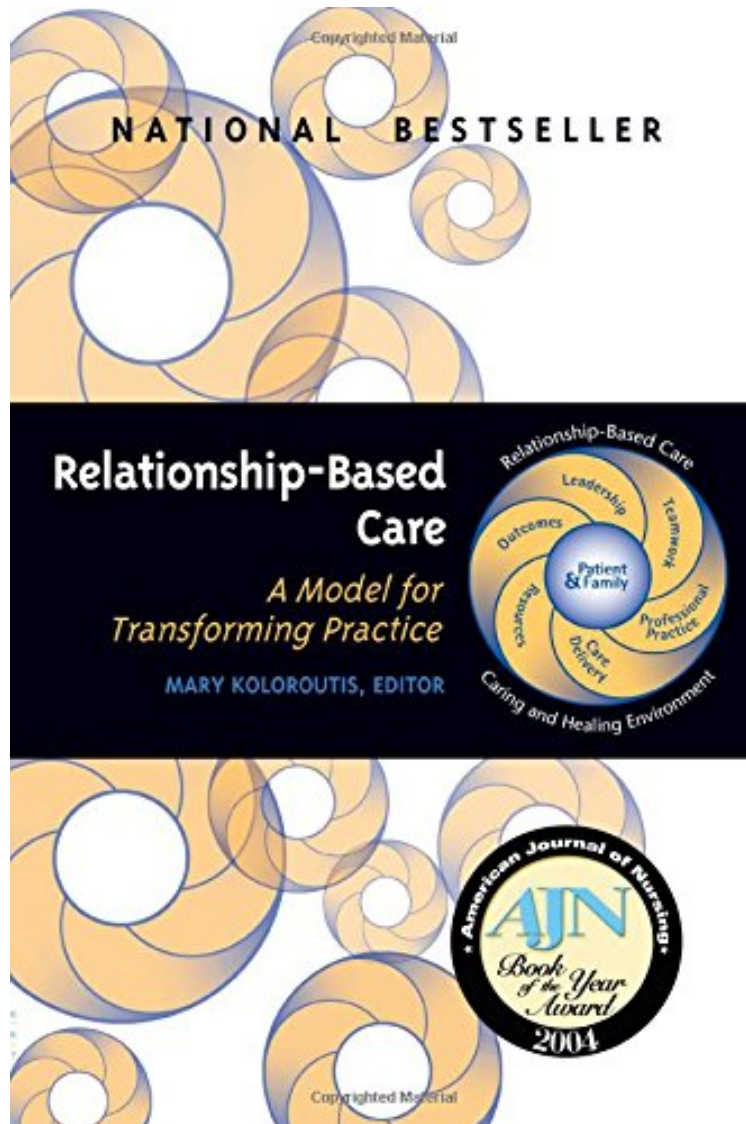


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Mary Koloroutis, Marie Manthey, Jayne Felgen, Colleen Person, Leah Kinnaird, Donna Wright, Sharon Dingman

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From the Back Cover "This book provides health care leaders with basic concepts for transforming their care delivery system into one that is patient- and family-centered and built on the power of relationships. Relationship-Based Care provides a practical framework for addressing current challenges and is intended to benefit health care organizations in which commitment to care and service to patients is strong and focused. It will also prove useful in organizations searching for solutions to complex struggles with patient, staff and physician dissatisfaction; difficulty recruiting and retaining and developing talented staff members; conflicted work relationships and related quality issues. The book is the result of 25 years of experience of Creative Health Care Management, a nursing management consulting firm founded by Marie Manthey." Excerpt. copy; Reprinted by permission. All rights reserved. chapter