REVIEW ANNA SANT’

The book exposes the model for transforming the practice by means of the Relationship-Based Care (RBC), by unveiling the experience report of several authors that reveal the essence of care at the moment in which a human being relates to others. The care provider transmits unwavering respect and personal interest in relation to the patient, strives to understand what is important to the patient in particular and its family; protects its dignity and well-being and is actively involved in all aspects of the customer’s care. Providers make use of this model of care based on relationships, designing it to help leaders in their institutions to enhance or transform three essential relationships required to achieve good financial and organizational outcomes, namely: professional-customer relationship, professional-professional and professional with itself.

Mary Koloroutis and collaborators believe that all members of an organization need to be inspired by this approach to achieve the biggest aim, which is the well-being of patients, and this is the basis and essence of the profession.

The authors emphasize the necessity for an infrastructure that supports the overall vision of the institution in strategic, operational and tactical levels. They claim that education might promote competences, confidence and personal commitment, thereby bringing support for the team so that it becomes creative, productive and feel satisfied with its work.

In the first chapter, the authors make references to increasing the awareness among leaders of hospitals and to the environment of care, with regard to the impact on the way in which the care is provided. There is great focus for an environment culture compatible with principles of the Relationship-Based Care, where cultures of care and healing are related to the respect for the human dignity. They envision the necessity for team members to treat each other with mutual respect and
have a common commitment towards the healing process.

In the second chapter, the authors believe that leaders from all stages of the hierarchical scale of the institution have a fundamental role in implementing the delivery system of patient care and in elaboration and maintenance of culture to support it. The shared vision of a common aim and the confidence in each other’s work is the basis for the Relationship-Based Care. This practice is targeted to a unified stance to achieve quality results.

In the third chapter, teamwork is defined as a group of people who are concentrated on a common aim and that work together to achieve such aim. The book makes reference to healthy and productive teams, where each member plays its role, by contributing with its knowledge and skills, within a clearly defined focus: authority, responsibility and accountability. They claim that teamwork promotes a safe, competent and compassionate care, which affects the quality of the service provided to customers requiring care actions. The team working with Relationship-Based Care, according to the authors, addresses the patient and its family as essential elements to the care. The system is clearly defined: “... It is expected that each member of this team will establish and maintain healthy interpersonal relationships with other members. Healthy relationships are characterized by confidence, mutual respect, consistent and visible support, in addition to the open and honest communication”.

In the fourth chapter, the professional nursing practice and its three domains is presented: delegated practice, independent practice and interdependent practice. It resizes the extent of the nursing practice: limit (something that indicates a limitation or extension), intercession (shared common area) and core (inner aspect or essence). The authors demonstrate that responsibility and accountability might bring growth and development together for professionals and institutions. The act of caring is presented as essence and continuous support of leadership.

In the fifth chapter, the authors refer that the Relationship-Based Care highlights aspects of leadership of the site manager, creates a culture of care, drives the nature of the nurse-patient relationship and influences in the team’s performance. It is based on the Primary Nurse, which is the continuous therapeutic relationship over time.

In the sixth chapter, the authors give a lecture about team training and resource management. The approach of care related to responsibility-authority-accountability of clinical teams and managers involved in a nursing practice targeted to resources, focused on the priorities of each patient and/or family. They explore the change in mentality and the use of resources.

The seventh chapter presents a simple and practical process of collecting and measuring of results, with the purpose of improving standards and increasing the value of the care based on the relationship within the organization. It brings the importance of information, as well as the way in which it is collected and used. In this chapter, the team leaders are inspired to create an infrastructure for conducting an effective measurement of outcomes. It emphasizes the necessity of educating those involved in the process, by identifying and assessing evidence of progress through the measurement of outcomes.

The Relationship-Based Care helps health care providers in the issues concerning the measurement of results, whose tool is a set of generic results in order to define and collect clinical, financial or satisfactory information. The authors prioritize infrastructure, education, assessment of results and celebration of improvements as important steps in the process.

The reading of this book raises, in the nursing professional, the necessity of reviewing its practice. Although the book at stake has been produced by nurses, it is a reference for all health care professionals. It demonstrates that relationship is of utmost importance in the art of caring, thereby enabling the enhancement, the enrichment and the commitment with regard to the several relationships that concern the care.

Furthermore, it favors the space for the therapeutic process of caring, thereby providing that health care professionals contribute effectively in the healing process, in order to prevent that they use only their scientific knowledge and skills. In fact, the reading encourages readers in relation to the use of therapeutic approach, by encouraging the involvement of professionals so that they go beyond the performance of techniques and completion of tasks, thereby providing treatment adherence, quality of survival and recovery of patients.

REFERENCE

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