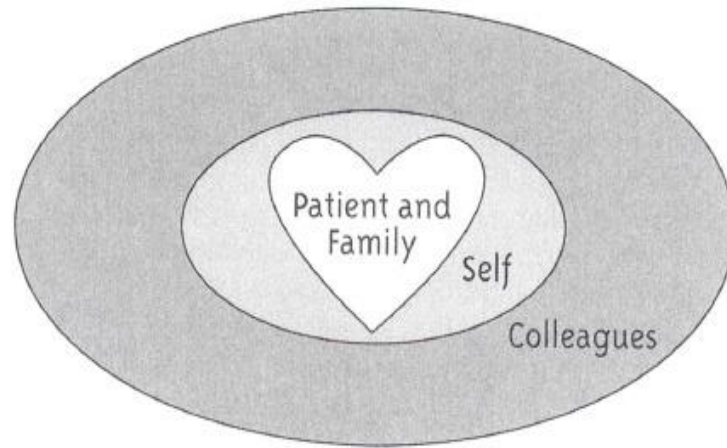


Component III: Communication

Module A: Inter-personal Skills with Internal and External Customers

Topic 1: Inter-professional Communication

Objective: 3



Relationship based care is a patient centered health care model of practice. The three key relationships in this model are:

1. Patient & Family: The patient/family is/are the focus of our world, our care. They are the meaning for our work. We see them as the “common ground” for all health care providers. We make our decisions based on this focus.
 - We see the patient as a “full partner” in his/her care.
 - We respect the “person” in the patient and we honor the relationship we establish with them.
 - We treat the patient with care and compassion.
2. Self: Each health care provider is responsible for self; to be safe, balanced and reliable. Therefore, each health care professional is expected to provide safe, competent and caring service to patients and colleagues.
 - One is aware of how they come across to others,
 - This “emotional maturity” or emotional intelligence enables one to self-reflect on all of his/her actions.
 - One self- regulates and adjusts his or her communication skills to ensure effective communication with patients and colleagues.
3. Colleagues: All providers see value in all of their colleagues so they:
 - Treat colleagues with respect.
 - Listen to understand.
 - Appreciate diversity of thought and value the contribution that each person brings to their team.
 - Always communicate honestly with colleagues.

Koloroutis, M. (2004). Relationship-Based Care, A Model for Transforming Practice. Creative Health Care Management, Inc., Minneapolis