

# 10 Best Practices for Optimal Patient Outcomes

*Building on a RROHC<sup>®</sup>*

*Relationship & Results Oriented Healthcare as  
Shared Mental Model for RN Leadership*

*A Conversation led by Ruth Hansten RN PhD FACHE  
And RROHC Faculty*



*hansten*  
HEALTHCARE PLLC  

---

*Relationship & Results Oriented Health Care<sup>®</sup>*

# Faculty: Ruth Hansten RN PhD FACHE



- ✦ Consultant with over 170 organizations
- ✦ Author of 6 books
- ✦ Delegation & supervision , teamwork at bedside
- ✦ Doctoral research focused on critical thinking and clinical judgment
- ✦ Care delivery model and philosophy called **Relationship and Results Oriented Healthcare® (RROHC)**

# You won't want to miss this conversation if you are interested in....

- ❖ Maintaining or boosting your competitive edge in the patient experience
- ❖ Developing/establishing a charge RN development program
- ❖ Succession planning and retaining emerging leaders
- ❖ Seeking Magnet Status



# You won't want to miss this conversation if you aspire to....

- ❖ A more responsible leadership role yourself, and you require some strategies to bring your department or unit up to exemplary levels of performance
- ❖ Reenergize your nursing team with renewed enthusiasm and team synergy
- ❖ Streamline teamwork at the point of care
- ❖ Improve quality of care for your organization
- ❖ Share your passion for patient/family centered care in practice.



# Trends in 2011



- ✦ VBP and competitive advantage to quality, including...
- ✦ Cost challenges
- ✦ Thriving within tumultuous change and complexity
- ✦ Charge RNs as precious group
- ✦ New emphasis on teamwork and RN delegation
- ✦ Growing realization of care omissions

# Agenda



- ✦ National perspective of trends and emerging issues
- ✦ Strategies
- ✦ Results
- ✦ Questions and comments from participants

# Your Will Leave With

- ✦ A sense of national concerns and ideas about how to position nursing practice as your competitive advantage
- ✦ Actionable ideas about how to invigorate yourself and your staff
- ✦ Ideas for initial steps about how to proceed to make 2012 the YEAR when the PATIENT'S and NURSE'S VOICES are heard together in unison





Join our conversation on  
Tuesday January 10<sup>th</sup> at 0900 Pacific, Noon  
Eastern

Number:  
712 775 7100  
Access code:  
515577#

