



News Release

Contact: Amy Blaser, Vice President

Phone: 402-562-3371

Email: [aebblaser@columbushosp.org](mailto:aebblaser@columbushosp.org)

Date: June 23, 2021

### **CCH implements new care delivery model**

For Immediate Release

**(COLUMBUS, Neb.)** – Relationships are at the center of every aspect of health care.

Columbus Community Hospital (CCH) is starting a new care delivery model, called relationship-based care, to ensure patients' needs always come first in an environment built upon healthy relationships.

Relationship-based care guides all patient encounters at CCH by focusing on core connections. "It is about the relationships we have with patients, co-workers, and ourselves," said Jen Fjell, who has been working with other nurses to implement the model.

Focusing on all three of those relationships allows nurses to deliver compassionate health care. It also improves safety, quality of care and patient and staff satisfaction.

As nurses build relationships with patients and their families, they learn what is important to help the healing process.

Their relationships with co-workers depend upon trust and respect, which creates a sense of team. This gives everyone a voice and shared purpose, which leads to better outcomes.

Finally, nurses' relationships with themselves are essential, as self-care helps them cope with the stress of their jobs. "We focus a lot on the care of patients and families, but studies show the nurses who were able to better care for themselves delivered better care to patients and families," Frey said.

Several aspects of the relationship-based care model already are in place at CCH. By implementing this new model, the hospital will build on what it already has started.

For more information about CCH and patient care, visit [www.columbushosp.org](http://www.columbushosp.org).

###



Cutline information: Nurses at Columbus Community Hospital are implementing a new model of care that focuses on relationships to deliver the best care to patients. The team of nurses implementing the model, pictured from left, includes Dorothy Bybee, Jen Fjell, Rebecca Micek, Amy Phillips, Paige Rodehorst, Gina Frey and Julie Vance.